

29 October 2020

Waitematā DHB launches refreshed Friends and Family survey

A newly updated Friends and Family survey is now in use at the North Shore and Waitakere hospitals.

Easy-to-use survey feedback cards have been in existence for a number of years and help Waitematā DHB focus on the things that matter most to the people it serves.

The cards have just been refreshed with a new series of questions - put together in consultation with consumers and tested across a broad range of patients and whānau members from a variety of hospital wards and services.

Respondents are asked to rank their experience from zero to 10 across a number of areas including:

- whether they felt their condition and treatment was explained in a way that was understandable
- whether they felt they were treated with compassion and listened to
- whether staff were welcoming and friendly
- whether they felt they were involved in decision-making.

The DHB has also created a version for younger patients – ensuring tamariki have a voice and that their opinions are listened to and acted on.

“We have two main priorities as a DHB,” Director of Patient Experience David Price says. “The first is to maximise health outcomes for our community and the second is to provide the best patient and family experience that we possibly can. This kind of feedback is invaluable in helping us achieve both.”

The survey is just one way Waitematā DHB engages and works with the community. The DHB also:

- has a Consumer Council with strong links to local Māori, Pacific, Asian, disability and youth populations
- engages regularly with consumer advocacy and patient-led focus groups on a diverse range of initiatives designed to improve patient experience and health outcomes
- has a Quality & Risk Team to make sure all consumer feedback received by phone, post, email or via our website is properly considered and responded to
- has a Patient Experience Team that supports all divisions and services across the organisation by collecting, listening to and analysing patient, whānau, staff and community feedback to provide a better understanding of what matters to our diverse community
- funds and works closely with Waitakere Health Link to foster collaborative relationships between healthcare providers and the community.

“Understanding patient experience is a key step in improving the way we deliver healthcare,” Mr Price says. “It helps us ensure our patients receive care that is respectful of and responsive to their individual preferences, needs and values.”

Ends.

For further information, contact:

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