

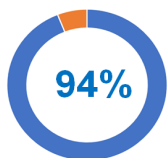
## Patient outcomes and experience



I found him not only very professional and helpful at all times, above and beyond the call of duty, but a very personable and friendly person too. His operation on me has given me life-changing improvements to the quality of my daily living.

### Results from the Southern Cross Patient Experience Survey for Ear Nose and Throat providers

There are currently 4,400 survey results for 86 ENT Providers. 51 per cent have access to their personal results.



The average experience score is 94%. In response to 'how helpful was the information given by your surgeon..' we've seen an increase from 60% January-March 2019 to 86% in July-September 2019.



The average outcome score for Ear Nose and Throat specialists is 89%.

If you have not yet viewed your results and would like to, please email [patient.survey@southerncross.co.nz](mailto:patient.survey@southerncross.co.nz) for your login.

### Scores on 'helpful follow-ups' are improving

More members have found their problem completely resolved or their ENT 'extremely helpful' at their most recent follow up. Up from 44% in January-March 2019 to 57% July-September 2019.

**RACS fellows with more than 30 completed surveys will receive an invitation from CFEP to participate in a RACS CPD exercise. Two ENTs have already been awarded points for completing the exercise.**



The self reflection exercise is designed around results from Southern Cross surveys. This can be made available to NZAGS members. Email [southerncrossHSNZ@cfepsurveys.com.au](mailto:southerncrossHSNZ@cfepsurveys.com.au) for access to the reflection tool.

#### OEQ

(Outcomes and Experiences Questionnaire)

11 questions on experience of treatment

#### EQ-5D

5 dimensional questions and a Visual Analogue Scale

Self-rated severity of problems

#### DISQ

(Doctor Interpersonal Skills Questionnaire)

12 questions on a 1-5 scale asked 24-48 hours post consultation

## The patient's voice

Members' views on their outcomes and experience help us learn what works well and what needs improving.

**Most of the feedback from members about ENT providers is very positive:**

*"They kept it simple, no big words that would've just gone over my head, and when they had to use 'big words' it was broken down and explained clearly until the 'deer in the headlights' look had disappeared from my face. This was the second time round for me and I needed a surgeon to complete the operation. The hand-over was amazing. Nothing was a problem. That's why I recommended a family member to them."*

*"1. Gave realistic advice upfront (e.g. surgery not a magic bullet) 2. Considered my condition beyond the primary symptom and addressed other chronic symptoms that were part of a multi-faceted condition. Gave me broader insight into what I was experiencing. 3. Gave all necessary information before surgery explained everything and there were no surprises. 4. Most importantly delivered a successful procedure with no apparent issues. General health and immunity has been greatly improved. Recently everyone else got sick but I didn't. That never happens. Also, the primary symptom has greatly improved and he always said it was a 100% solution and results could vary but the outcome has actually been better than I had expected. I have absolutely no complaints and would recommend the surgeon to anyone."*



For more information on the Patient outcomes and experience programme email [rudo.greissworth@southerncross.co.nz](mailto:rudo.greissworth@southerncross.co.nz)