



## Your hospital experience

Australian Commission on Safety and  
Quality in Health Care



Easy English



## Hard words

This survey has some hard words.

The first time we write a hard word

- the word is in **blue**
  
- we write what the hard word means.

## You can get help with this survey



You can get someone to help you

- read this survey
  
- know what this survey is about



- find more information.

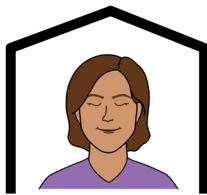
## About this survey

This survey is written by the **Australian Commission on Safety and Quality in Health Care**.

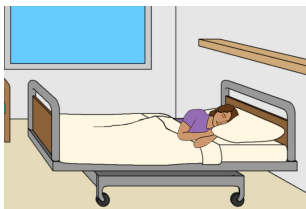


The Australian Commission on Safety and Quality in Health Care helps make sure health care in Australia is

- good



- safe.



We want to know about your **hospital experience**.



Your hospital experience includes

- what you liked about being in hospital

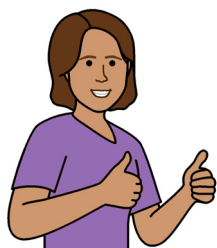


- what you did **not** like about being in hospital.

## Why do we have a survey?



We want to know about your hospital experience.



The information you give us can help the hospital know

- how to make a hospital experience better
- what makes a good hospital experience.

## How do we use your information?

Your answers to the survey



- can help your local hospital
- can make sure other hospitals do a better job.

Your survey answers are **confidential**.

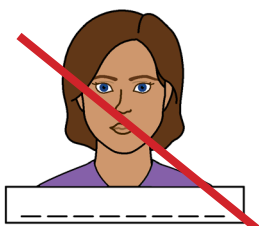


Confidential means

- we keep your information private

- we do **not** tell anyone

– your name



– your patient information.



You do **not** have to do the survey.



You can stop the survey at any time.

## How to do the survey



You can tell us about your hospital experience.

There are 12 questions about when you were in the hospital.

Read each question.

Tick the box you agree with most.






Only tick **1** box for each question.

## The survey starts here



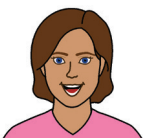


### Question 1

Staff listened to you.

					
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Always	Mostly	Sometimes	Rarely	Never	Does not apply

### Question 2

Staff made sure you got everything you needed.

				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Always	Mostly	Sometimes	Rarely	Never

If you ticked **always** or **mostly** for question 2

- do **not** answer question 3
- go to question 4.

### Question 3

Staff told you why they could **not** give you what you needed.

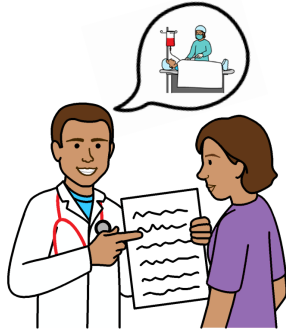
A horizontal line with five vertical tick marks. Above the line are three female face icons: a smiling one on the left, a neutral one in the middle, and a sad one on the right. Below the line are five checkboxes, each aligned with a label: Always, Mostly, Sometimes, Rarely, and Never.

### Question 4

You felt cared for.

A horizontal line with five vertical tick marks. Above the line are three male face icons: a smiling one on the left, a neutral one in the middle, and a sad one on the right. Below the line are five checkboxes, each aligned with a label: Always, Mostly, Sometimes, Rarely, and Never.




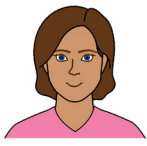



### Question 5

You felt included when decisions were made about your **treatment** and care.

Treatment can mean




- medicine
- surgery.

				
----- ----- ----- ----- -----				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Always	Mostly	Sometimes	Rarely	Never



### Question 6




You got the information you needed about your treatment and care.

				
----- ----- ----- ----- -----				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Always	Mostly	Sometimes	Rarely	Never

### Question 7

All staff who cared for you

- worked together
  
- shared the right information about you.

						
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Always	Mostly	Sometimes	Rarely	Never	Does not apply	



### Question 8

You got pain medicine if you needed it.



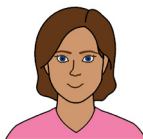
A horizontal line with six vertical tick marks. Below each tick mark is a square checkbox. The labels below the checkboxes are: Always, Mostly, Sometimes, Rarely, Never, and Does not apply.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Always	Mostly	Sometimes	Rarely	Never	Does not apply



### Question 9

You felt safe when you got treatment and care.



A horizontal line with five vertical tick marks. Below each tick mark is a square checkbox. The labels below the checkboxes are: Always, Mostly, Sometimes, Rarely, and Never.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Always	Mostly	Sometimes	Rarely	Never

### Question 10

Your treatment led to **physical harm** or **distress** that you did **not** expect.



Physical harm means you get hurt.



Distress means you feel very upset.

Yes. You were hurt.

Yes. You felt distress.

Yes. You were hurt and felt distress.



**No.** You were **not** hurt and did **not** feel distress.

If you ticked **no** to question 10

- do **not** answer question 11

- go to question 12.



### Question 11

Staff talked to you about the harm and distress that happened to you.

Yes.

No.

Not sure.

I did **not** want to talk about it.

### Question 12

Overall your treatment and care in hospital was



Very good

Good

OK

Bad

Very bad





## More information

You can get more information from

- the hospital where you got treatment and care

AUSTRALIAN COMMISSION  
ON SAFETY AND QUALITY IN HEALTH CARE

- the Australian Commission on Safety and Quality in Health Care website.



### Website

[www.safetyandquality.gov.au/our-work/indicators-measurement-and-reporting/australian-hospital-patient-experience-question-set](http://www.safetyandquality.gov.au/our-work/indicators-measurement-and-reporting/australian-hospital-patient-experience-question-set)

© Scope (Aust) Ltd. You may use this document for non-commercial purposes only. You must not use the document for any other purpose and must not copy, reproduce, digitise, communicate, adapt or modify the document, or any part of it, (or authorise any other person to do so) without the prior consent of Scope (Aust) Ltd.

Scope's Communication and Inclusion Resource Centre wrote the Easy English version in September 2019.

To contact Scope call 1300 472 673 or visit [www.scopeaust.org.au](http://www.scopeaust.org.au)

To see the original contact The Australian Commission for Safety and Quality in Health Care.

The Picture Communication Symbols ©1981–2019 by Tobii Dynavox.

All Rights Reserved Worldwide. Used with permission.

Boardmaker® is a trademark of Tobii Dynavox.