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Singleton and Belmont hospitals continue to be top performers in latest BHI patient feedback survey

Singleton and Belmont hospitals have again stood out as high achievers compared with other public hospitals across the state, according to the Bureau of Health Information (BHI) Adult Admitted Patient Survey 2019.

Michael DiRienzo, Chief Executive, Hunter New England Local Health District, said Singleton and Belmont hospitals have continued to deliver outstanding results when it comes to patient experience and satisfaction.

"Caring for people when they are at their most vulnerable is at the core of what we do and these results speak to the professionalism of our staff and the care they put into every interaction – be it with patients, visitors or colleagues," Mr DiRienzo said.

The Adult Admitted Patient Survey 2019 results reflect the experiences of 21,900 adults admitted to one of 75 NSW public hospitals in 2019. This includes 4,165 people admitted to a hospital in the Hunter New England region.

Both hospitals performed very well for patients always being given the opportunity to talk with their doctor or nurse, and having things explained to them in an easy to understand way.

Singleton Hospital also performed well in the areas of ward and room cleanliness, interactions with nursing staff, and experience upon discharge. Patients felt they were given plenty of information to assist them in managing their care at home.

Belmont Hospital also scored well in the areas of cleanliness, health professional communication, discharge and overall care.

"Of particular note is the confidence and trust that patients have in our nursing staff at Belmont Hospital, with this factor scoring significantly higher than the state average," Mr DiRienzo said.

"The survey results show our patients have positive interactions with staff and feel involved in the decisions about their care and discharge, which is fantastic feedback."

The District has introduced Patient Experience Officers at 10 hospital EDs, including at Belmont Hospital, as part of the \$8.6 million expansion of the award-winning program by the NSW Government. The primary goal of these Officers is to enhance patient experience through improving communications and customer service for those in our care. They keep patients up-to-date about waiting times, plans for care and ensure they remain comfortable while they wait to see a clinician.

Hunter New England Health values patient feedback as part of ongoing quality improvement and is committed to improving patient care and experience in its hospitals.

Overall, Hunter New England Health performed very strongly compared to other Local Health Districts across the state. The District performed in line with or above the state average for all but one of the 87 measures included in the survey.

"I want to thank all our staff for the great work that is being done to continually improve patient experiences at our hospitals," said Mr DiRienzo.

The 2019–20 Budget for Hunter New England Local Health District was around \$2.4 billion, an increase of around \$72 million on the previous year.

Between mid-2012 and mid-2020 the Hunter New England Local Health District increased its workforce by an additional 1237 full time equivalent staff - an increase of 11.8% including 336 more doctors, 668 more nurses and midwives, and 146 more allied health staff.