

## MEDIA RELEASE

13 November 2014

**Health Consumers NSW welcomes the results of the 2013 NSW public hospitals patient survey.**

*Please find below media quotes from Health Consumers NSW (HCNSW) Executive Director, Dr Anthony Brown, in regards to the results of the Adult Admitted Patient Survey 2013 results, published by the NSW Government Bureau of Health Information.*

*Dr Anthony Brown, Executive Director, states:*

“We are relieved to see that the vast majority of people who were patients in the NSW public hospital system have trust in the doctors and nurses and the hospitals themselves and are positive about their care experience.

“It is also great that almost half (49%) of all patients visiting a hospital took part in the survey.

“But what worries us is that the other half (51%) are more likely to come from marginalised communities and are less confident to answer the survey. This group of people are also more likely to have had a worse experience in hospital.

“If you had a bad experience and you do not understand why you received the care you did, the last thing you want to do is fill out a lengthy survey about your experience. So we would like to see NSW Health making even more of an effort to capture feedback about their care from these people.

“HCNSW is also disappointed that close to half (40%) of all people surveyed did not feel they were as involved as they wanted to be in decisions around their own care.

“There is ever growing evidence that getting people involved in decision making – either at the bedside or in designing health – leads to better outcomes. Patients, their families and carers need to be involved in what hospitals do and how they do it.”

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Health Consumers NSW is the peak health consumer organisation in NSW. We provide an independent voice, advocating for patients, carers, their families and health consumers to have a say in how health services in our State are planned, provided and managed.