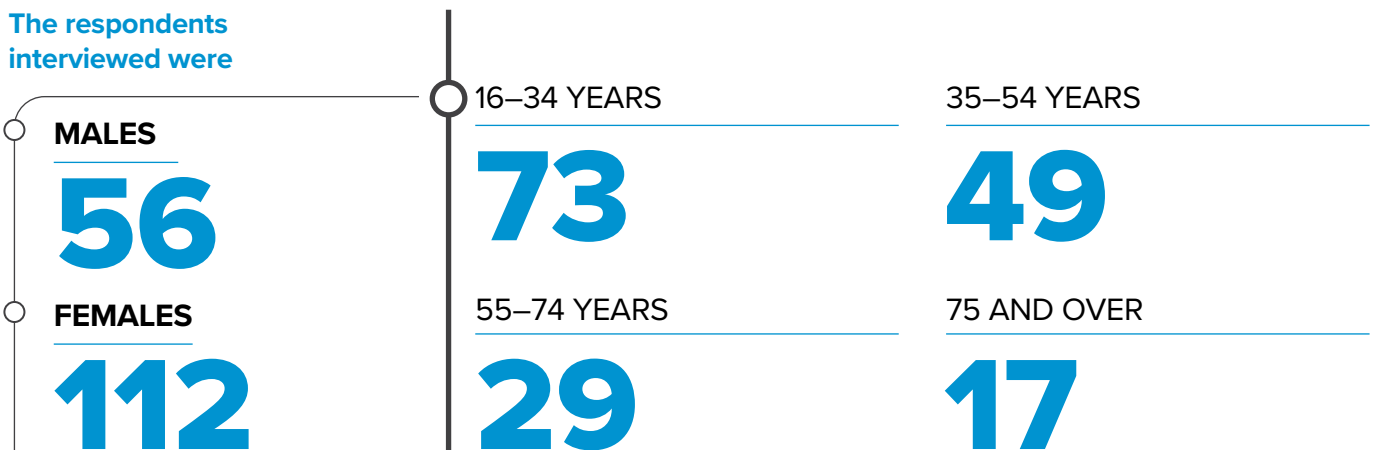


GENDER AND SEXUALLY DIVERSE

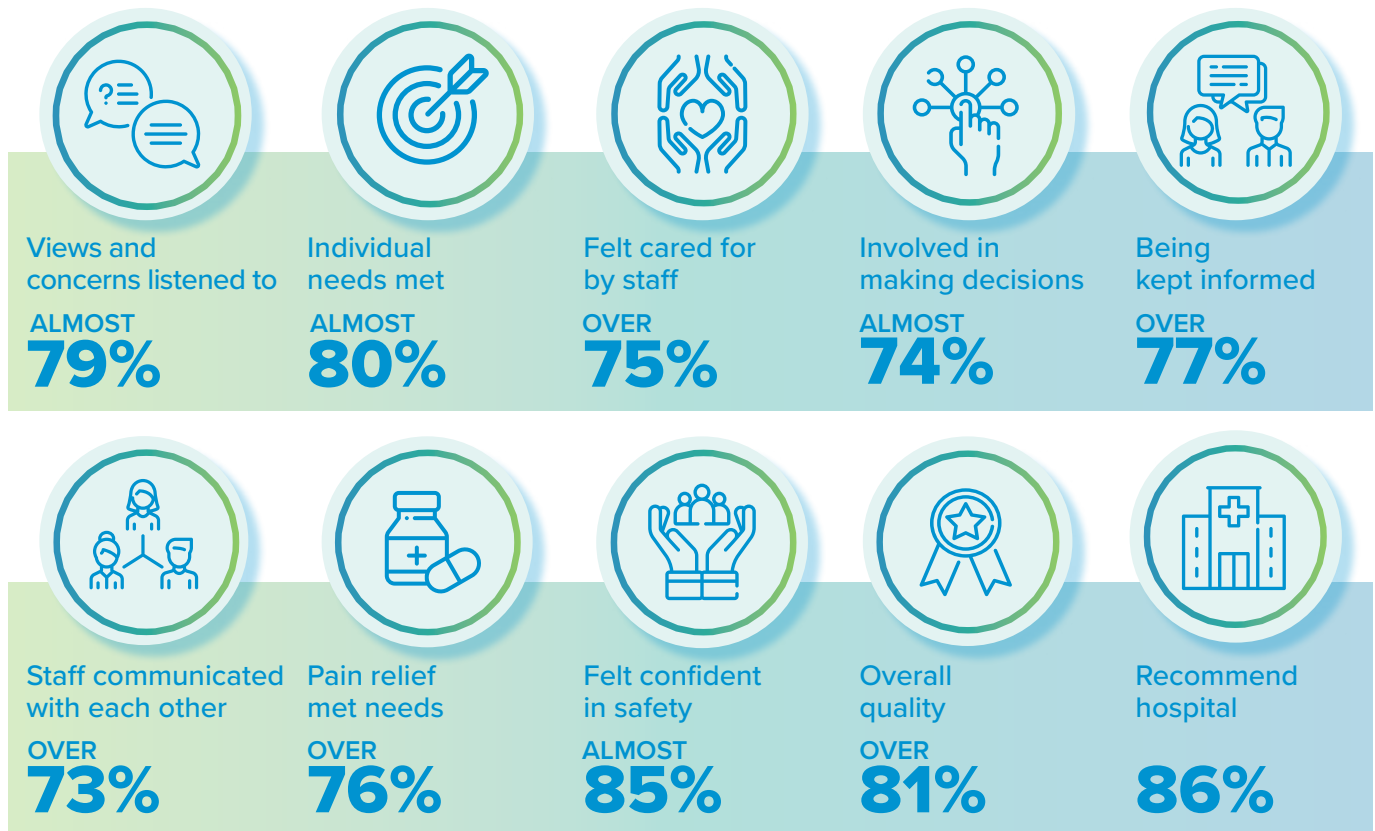
Measuring Consumer Experience 2024 Snapshot

As part of the SA Consumer Experience Surveillance interviews for the year between January and December 2023, a total of **168 Gender and Sexually Diverse (LGBTQIA+) consumers were interviewed.**

The respondents interviewed were



The consumers were asked the Australian Hospital Patient Experience Question Set, where the majority of respondents responding either 'always' or 'mostly' when asked if:



INDIVIDUAL NEEDS WERE NOT MET

“MY INDIVIDUAL NEEDS WERE MET” WAS ASKED AND ANSWERED NEGATIVELY.

OF THE
34

LGBTQIA+ respondents who reported that their individual needs were not met mostly or always, **33** responded to the follow-up question:

ALMOST
20%

responded that staff always explained why this was the case

OVER
5%

said that this happened mostly

ALMOST
29%

said that this happened sometimes

ALMOST
47%

said staff rarely or never explained why their needs could not be met.

HARM OR DISTRESS DISCUSSED WITH STAFF

72%

of LGBTQIA+ respondents **did not** experience harm or/and distress as a result of their treatment and care:

OF THE
28%

that did experience harm or/and distress:

4.9%

had experienced physical harm

14.9%

experienced emotional distress

8.2%

experienced both

OF THE
47

LGBTQIA+ respondents who reported that they had experienced unexpected harm or distress:

47

responded to the follow-up question

49.6%

of LGBTQIA+ respondents reported that their harm or distress was discussed with them.



WITH REGARDS TO PATIENTS' RIGHTS AND ENGAGEMENT:

OVER
64%

of LGBTQIA+ respondents **reported not being asked if they had any cultural or religious beliefs** that might affect their treatment.

Of the **35.7%** that did get asked, **25.1%** were asked after admission and **10.6%** were asked before admission.

Of the 28 consumers who **required an interpreter,**

56.6%

were provided one in 2023.

THE MAJORITY OF LGBTQIA+ RESPONDENTS:

ALMOST
76%

felt that their right to an opinion was **always or usually respected.**

Each participant was given the opportunity to provide both a satisfied and dissatisfied qualitative comment about their experience, which was provided to the Local Health Networks and their hospitals.

A TOTAL OF 150 LGBTQIA+ RESPONDENTS PROVIDED EITHER A SATISFIED OR DISSATISFIED COMMENT.

OVER

89%

SATISFIED OR DISSATISFIED COMMENTS

A TOTAL OF
104

satisfied comments were received and were most commonly related to the coordination and integration of care; physical comfort; other; information; communication and education; food; access to care; transition and continuity; involvement of family and friends; Emergency Department; and emotional support and alleviation of fear and anxiety.

A TOTAL OF
76

dissatisfied comments were received and comments were most commonly related to coordination and integration of care; physical comfort; doctors and nurses; respect for patients' values and expressed needs; information; communication and education; access to care; transition and continuity; other; food; involvement of family and friends; Emergency Department; and emotional support and alleviation of fear and anxiety.