

Measuring Consumer Experience 2024

In 2023, **4,341** South Australians were interviewed, and their responses were analysed to measure hospital performance. Surveys were undertaken between January to December 2023.

Views and concerns listened to



OVER **83%**

of patients felt their views and concerns were listened to always or mostly.

Individual needs met



ALMOST **86%**

of patients felt their individual needs were met almost or most of the time.

Felt cared for by staff



OVER **85%**

of patients felt mostly or always cared for.

Involved in making decisions



OVER **83%**

of patients felt they were involved in decision making.

Being kept informed



OVER **82%**

felt they were kept informed as much as they wanted about their care and treatment.

Staff communicated with each other



ALMOST **85%**

could tell staff involved in their care communicated with each other.

Pain relief met needs



ALMOST **90%**

of patients received pain relief that met their needs.

Felt confident in safety



ALMOST **91%**

felt confident in the safety of their treatment.

Overall quality



ALMOST **88%**

felt the overall quality of care received was good or very good.

Recommend hospital



ALMOST **93%**

of patients would recommend their hospital to a relative or friend.

Questions are based on the Australian Hospital Patient Experience Question Set (AHPEQS).

The SA Health benchmark of 85% was met in six out of ten categories, the remaining four were within 3% of the benchmark.

Find out more by visiting: sahealth.sa.gov.au/myexperience



Government of South Australia

SA Health