

Patient Experience and Satisfaction Survey on Inpatient Service 2015

住院病人經驗及服務滿意度調查



醫院管理局
HOSPITAL
AUTHORITY



衛Public
Health
CUHK
賽馬會公共衛生及基層醫療學院
The Jockey Club School of Public Health and Primary Care



Foreword

Providing people-centred care is central to Hospital Authority's strategy. This report on 2015 HA Patient Experience and Satisfaction Survey offers an insight into what inpatients in public hospitals were saying about their healthcare experience. It also serves to benchmark from patients' perspectives our performance in our ongoing efforts over the years to improve the quality of inpatient services.



As a statutory body to manage all public hospitals in Hong Kong, HA's long-term success is closely intertwined with the perception of the patients, and our awareness and ability to continually enhance the quality of our service delivery.

Our emphasis on building positive relationships with patients through service excellence continues to reap rewards. Serving over 90% of inpatients in Hong Kong, HA hospitals are favourably rated by our patients, with 86% of respondents rating their overall experience as good to excellent.

The findings are an eloquent testimony to the ongoing dedication of HA's 73,000 staff. As the HA celebrates its 25th anniversary this year, I look forward to continuing to work with my able team to uphold service excellence for our patients and the communities that support us.

A handwritten signature in black ink, appearing to read 'John C Y Leong'.

Professor John C Y LEONG
Chairman
Hospital Authority

序言

醫院管理局的服務策略重點是「以人為先」。2015年醫管局病人經驗及服務滿意度調查報告闡述了公立醫院住院病人的意見；調查結果亦成為從病人角度量度本局多年來努力提升住院病人服務表現的一個重要指標。



作為管理全港所有公立醫院的法定機構，醫管局的長足發展，與病人的觀感及全體員工對持續提升服務質素的意識和能力息息相關。

醫管局積極以優質服務與病人建立良好關係，多年的努力持續取得理想成果。醫管局承擔著全港近九成住院的醫療服務，公立醫院服務更備受病人好評，在是次調查中，逾八成六住院病人給予良好至優秀的評分。

這次調查結果，印證了73,000多位醫管局員工努力不懈的貢獻。適逢醫管局今年成立25周年，我期望與這支幹練的團隊攜手，繼續為病人和愛戴我們的社區提供優質服務。



醫院管理局主席
梁智仁教授

Foreword

The Hospital Authority's success in upholding its mission of Helping People Stay Healthy relies on our continued efforts to improve the effectiveness and quality of our healthcare services in meeting the evolving medical needs and expectations of the public.



To seek out the perception of the patients toward public hospital services, the HA has enlisted since 2010 a validated tool of international standards to examine patients' personal experience and satisfaction.

This report incorporated the findings of the 2015 HA Patient Experience and Satisfaction Survey on Inpatient Service which was commissioned to the Jockey Club School of Public Health and Primary Care of The Chinese University of Hong Kong. Among the 153,754 discharged inpatients, the Survey successfully interviewed 9,297 inpatients randomly selected from 25 public hospitals during the survey period of July-November 2015.

I would like to take this opportunity to thank the research team for their essential work to design and conduct the Survey. My sincere appreciation also goes to our patients who gave their time so generously to participate in this study.

Patients are increasingly concerned about the performance of public healthcare services. The views collected from this Survey are instrumental in helping us further our service enhancement, while maintaining patients' medical wellness remains at the heart of our core values.

A handwritten signature in black ink, appearing to be 'P Y LEUNG'.

Dr P Y LEUNG
Chief Executive
Hospital Authority

序言

醫院管理局一直致力堅守「與民攜手 保健安康」的理念，不斷提升服務成效和質素，以回應公眾與日俱升的期望與醫療需求。

為蒐集病人對公立醫院服務的意見，醫管局自2010年起，採納了國際標準的研究模式和調查工具，深入瞭解病人的個人經驗及對服務的滿意度。



這份報告載錄了2015年《住院病人經驗及服務滿意度調查》的結果。受委託的香港中文大學賽馬會公共衛生及基層醫療學院，於2015年7月至11月期間，在25間公立醫院已出院的153,754位住院病人中，成功訪問經隨機抽出的9,297位病人。

我謹藉此機會感謝研究團隊，他們在問卷設計及調查方面做了大量的重要工作；我亦非常感謝病人撥冗參與，令調查順利完成。

病人愈來愈關注公共醫療服務的表現；而維護病人福祉一直是我們的核心價值。是次調查所得，將有助我們在服務上繼續精益求精。



醫院管理局行政總裁
梁栢賢醫生

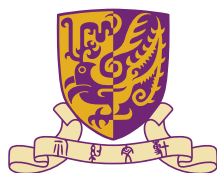
Report on 2015 Patient Experience and Satisfaction Survey - Inpatient Service Hong Kong Hospital Authority



醫院管理局
HOSPITAL
AUTHORITY

Prepared by

The Jockey Club School of Public Health and Primary Care
Faculty of Medicine
The Chinese University of Hong Kong



September 2016



2015 Patient Experience and Satisfaction Survey - Inpatient Service in Hong Kong Hospital Authority

Research Collaborators:

- 1) Hong Kong Hospital Authority
- 2) The Jockey Club School of Public Health and Primary Care (JCSPHPC),
Faculty of Medicine, The Chinese University of Hong Kong (CUHK)

Principal Investigator:

Professor Eliza Lai-yi WONG

Associate Professor

Division of Health System, Policy and Management

JCSPHPC, Faculty of Medicine, CUHK

Co-investigators:

Professor Eng-kiong YEOH, GBS, OBE, JP

Director / Head of Division / Professor of Public Health

Division of Health System, Policy and Management

JCSPHPC, Faculty of Medicine, CUHK

Dr Siu-fai LUI, MH, JP

Clinical Professional Consultant

Division of Health System, Policy and Management

JCSPHPC, Faculty of Medicine, CUHK

Ms Annie Wai-ling CHEUNG

Ms Carrie Ho-kwan YAM

Ms Nicole Fenwei HUANG

Mr Ringo Kin-cheung SZE

Research Staff

Division of Health System, Policy and Management

JCSPHPC, Faculty of Medicine, CUHK

External Consultant:

Dr Andrew William MCCULLOCH

Chief Executive

The Picker Institute Europe

Oxford, United Kingdom

Acknowledgement



Professor Eng-kiong YEOH
JCSPHPC Director



Professor Eliza Lai-yi WONG
Principal Investigator

On behalf of the research team, we would like to express our appreciation to the Hospital Authority (HA) for affording us the valuable opportunity to conduct the 2015 Patient Experience and Satisfaction Survey (PESS) on Inpatient Service in Hong Kong public hospitals.

We are indebted to our external adviser, Dr Andrew William McCulloch, for his professional advice and experience sharing in the patient experience survey in the UK. We also wish to thank the Patient Relations and Engagement Department of HA Head Office for their kind assistance in the logistics for conducting the survey; and staff of 25 public hospitals for supporting and coordinating the survey.

Last but not least, we are grateful to all patients who participated in the survey. Their valuable opinion and feedback would help HA prioritize and improve its hospital care service in future. Without the patients' participation and engagement, the survey would not have succeeded.



Contents

	Pages
Background	9
Study Methodology	10
Survey Population	10
Survey Data - Standardisation.....	11
Evaluative Aspects.....	11
Presentation of Survey Data.....	12
Key Findings	20
Overall Impression.....	20
Identification of Areas for Improvement	22
Conclusion	24
References	25
Appendices	49



Background

The Jockey Club School of Public Health and Primary Care (JCSPHPC), Faculty of Medicine, The Chinese University of Hong Kong (CUHK) was commissioned by the Hospital Authority (HA) in 2009 to develop a tool for measuring patient experience and satisfaction. The “Hong Kong Inpatient Experience Questionnaire (HKIEQ)”, which was adapted from the General Inpatient Questionnaire of the Care Quality Commission in England¹⁻², was a locally-validated instrument used to conduct the first territory-wide patient satisfaction survey among 5,030 discharged patients in the 7 Clusters of HA hospitals³⁻⁴.

JCSPHPC, CUHK was commissioned subsequently by HA in 2012 to develop a short and validated version of HKIEQ (termed “Short-form Hong Kong Inpatient Experience Questionnaire; SF-HKIEQ”) to efficiently and effectively collect and evaluate patient experience and satisfaction levels; and to conduct the first Hospital-based Patient Experience and Satisfaction Survey (PESS) using SF-HKIEQ in 2013⁵⁻⁶.

In line with HA’s plan to proactively gauge and report on patient experience in inpatient setting on a regular basis, JCSPHPC, CUHK was commissioned again to conduct a survey to codify the experience and satisfaction on inpatient service in 2015. This report disseminates the findings of the 2015 PESS on Inpatient Service.



Study Methodology

Taking into account the local context and the public hospital system in Hong Kong⁵⁻⁶, the tool for patient experience survey was designed and validated by the JCSHPC through a rigorous, mixed methodology of qualitative and quantitative studies. A territory-wide cross-sectional survey was conducted for patients who were discharged from any one of the selected public hospitals (25 selected hospitals are listed in Appendix A) from 3 July to 29 October 2015 inclusive.

Survey Population

The survey was conducted from 14 July to 6 November 2015. An adequate sample of eligible patients who was discharged from 25 public hospitals between 3 July and 29 October 2015 was recruited. Recruits must be aged 18 or above and had at least stayed one night in the selected hospital. Patients admitted under the care of Psychiatric, Obstetrics, Dentistry, Hospice, Infirmary, Paediatrics and Intensive Care services were not included in this survey.

A total of 9,297 patients responded to the survey. The overall response rate was 83% (ranging from 63% to 90% among the 25 public hospitals). Of the respondents, 55% were under emergency or urgent admissions, 22% were admitted from a waiting list or planned admission, and 23% were admitted from other sources such as hospital transfers. It was noted that a comparatively smaller proportion of respondents living in elderly care homes and patients aged over 80 were included in the survey in comparison with the overall discharge population in the survey period. The details of demographic characteristics and health status of the sampled patients are summarised in Appendix B.



Survey Data – Standardisation

There was a variation in the patients' demographic profiles across the 25 public hospitals in age and gender. As these factors have been shown to influence respondents' views and experience, relative weightings were applied to individual patient's responses to account for the demographic variation. All evaluative items were weighted by age and gender except the questions on demographics and self-perceived health status, which would be presented in their original percentages.

Evaluative Aspects

A total of 18 core evaluative items in 4 dimensions of patient care were examined, covering the patient journey from admission to discharge:

- (1) provision of care by hospital staff;
- (2) provision of different components of patient care and treatment;
- (3) provision of information on leaving hospital; and
- (4) overall impression to evaluate the patient's experience and satisfaction during hospitalisation.

In addition, one overarching question on patient's overall experience during hospitalisation was included.

The evaluative items would be rated by scores, which were converted from the categorical responses to a particular question to a scale of 0 to 10. The score convertor for each question is tabled for reference in Appendix C. The survey findings can then be used to evaluate patient experience in HA's inpatient service and identify priority areas for quality improvement.



Presentation of Survey Data

The key survey findings are presented in two formats: (i) a descriptive presentation of the responses for each questions - percentage of response (Dashboards 1 - 6)*; and (ii) a calculated score for each evaluative question by converting the range of responses into a score on a scale of 0 - very poor experience to 10 - very good experience (Dashboard 7). The text description of the questions are summarised in Appendix D and Appendix E, and the scores of individual hospitals on each question are listed in Appendix F.

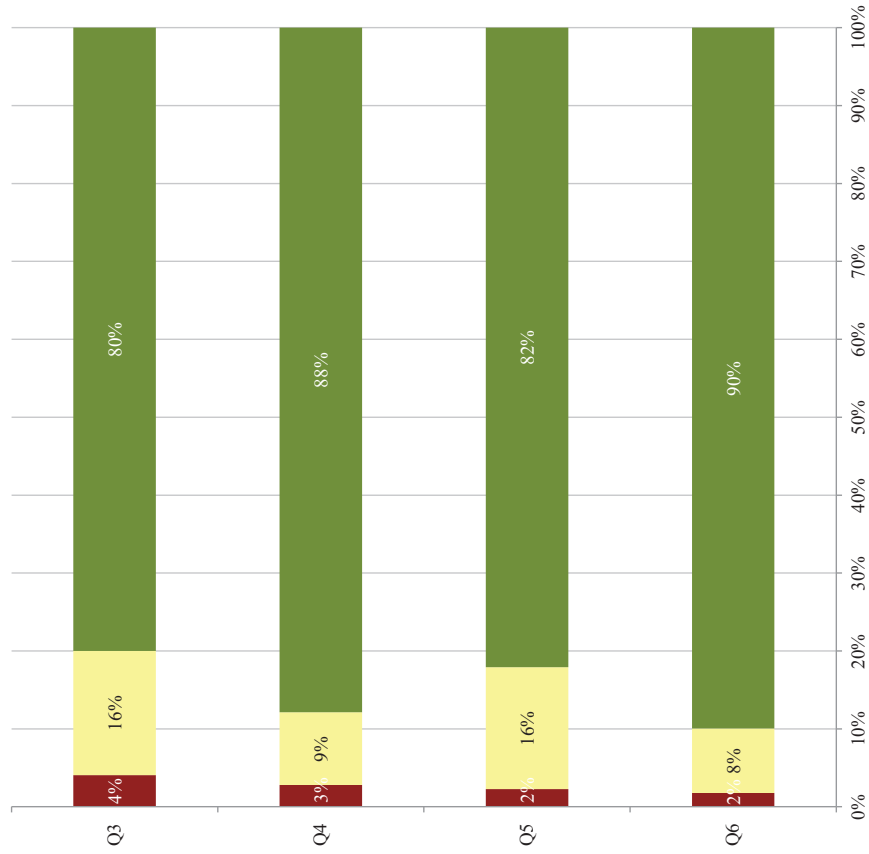
* Percentages may not add up to 100% due to rounding

Dashboard 1

Hospital Staff (Q3 - Q6)

Q3. When you had **important questions to ask a doctor**, did your doctor provide a **clear and understandable answer** to you?

Yes, always
Yes, sometimes
No



Q4. Did you have **confidence and trust** in the **doctors** treating you?

Yes, always
Yes, sometimes
No



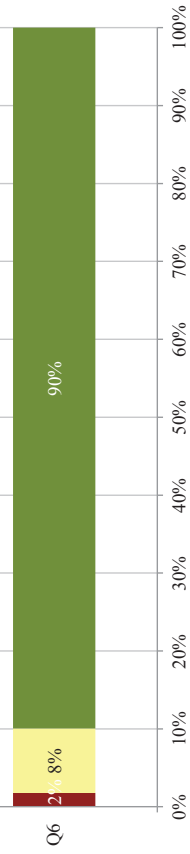
Q5. When you had **important questions to ask a nurse**, did the nurse provide a **clear and understandable answer** to you?

Yes, always
Yes, sometimes
No



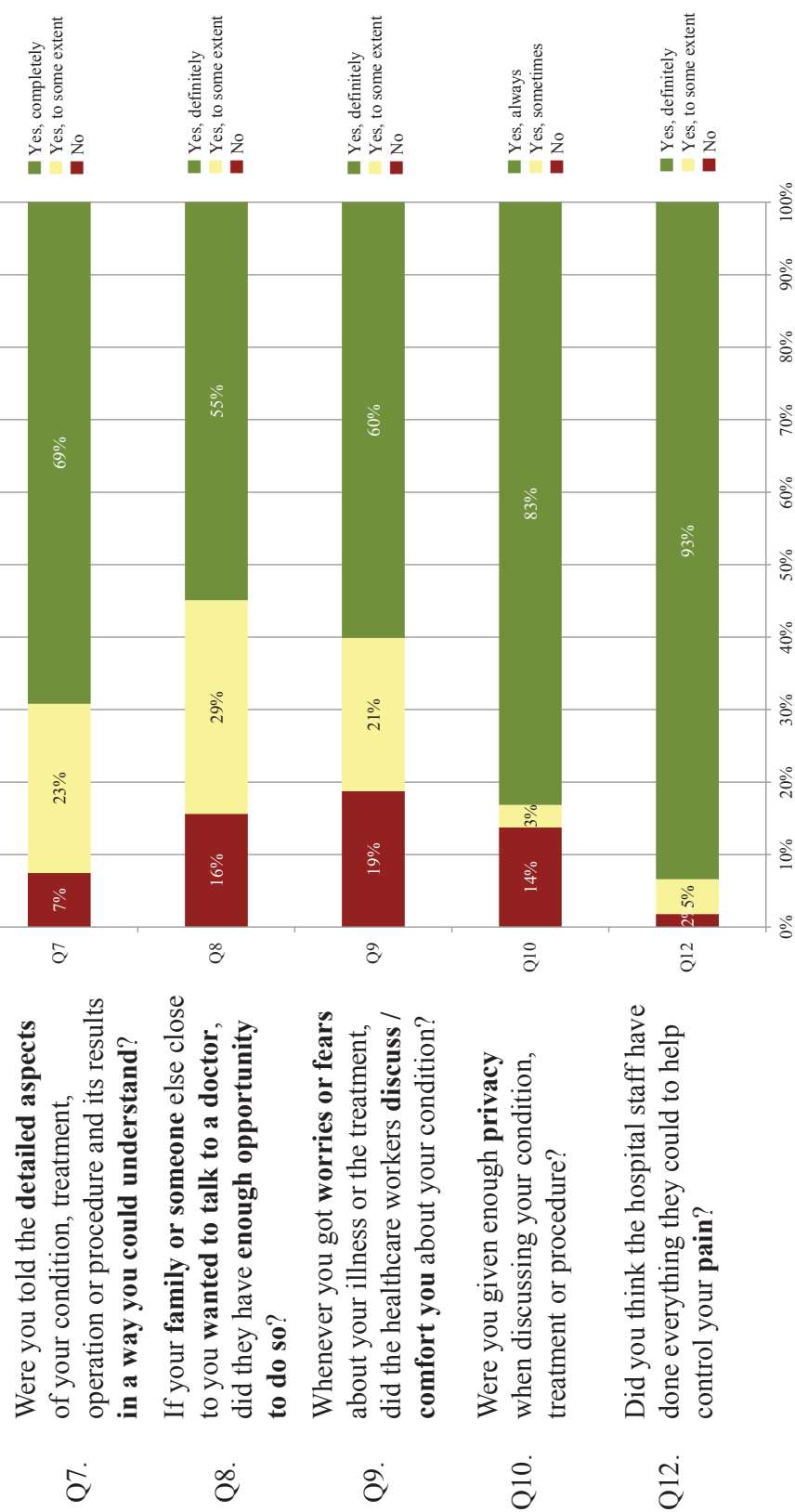
Q6. Did you have **confidence and trust** in the **nurses** treating you?

Yes, always
Yes, sometimes
No



Dashboard 2

Patient Care and Treatment (Q7 – Q10, Q12)



Dashboard 3

Information on Leaving Hospital (Q13 – Q16)

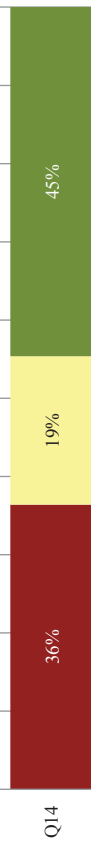
Q13. Were you **told in clear and understandable way** on how to **take your medication**?

Yes, definitely
Yes, to some extent
No



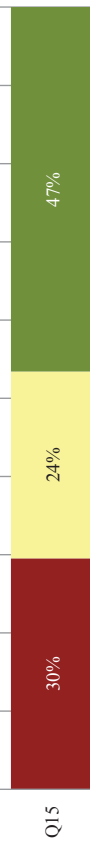
Q14. Did a member of staff tell you about **medication side effects** to watch for when you went home?

Yes, definitely
Yes, to some extent
No



Q15. Did a member of staff tell you about **any danger signals** you should watch for **after you went home**?

Yes, definitely
Yes, to some extent
No



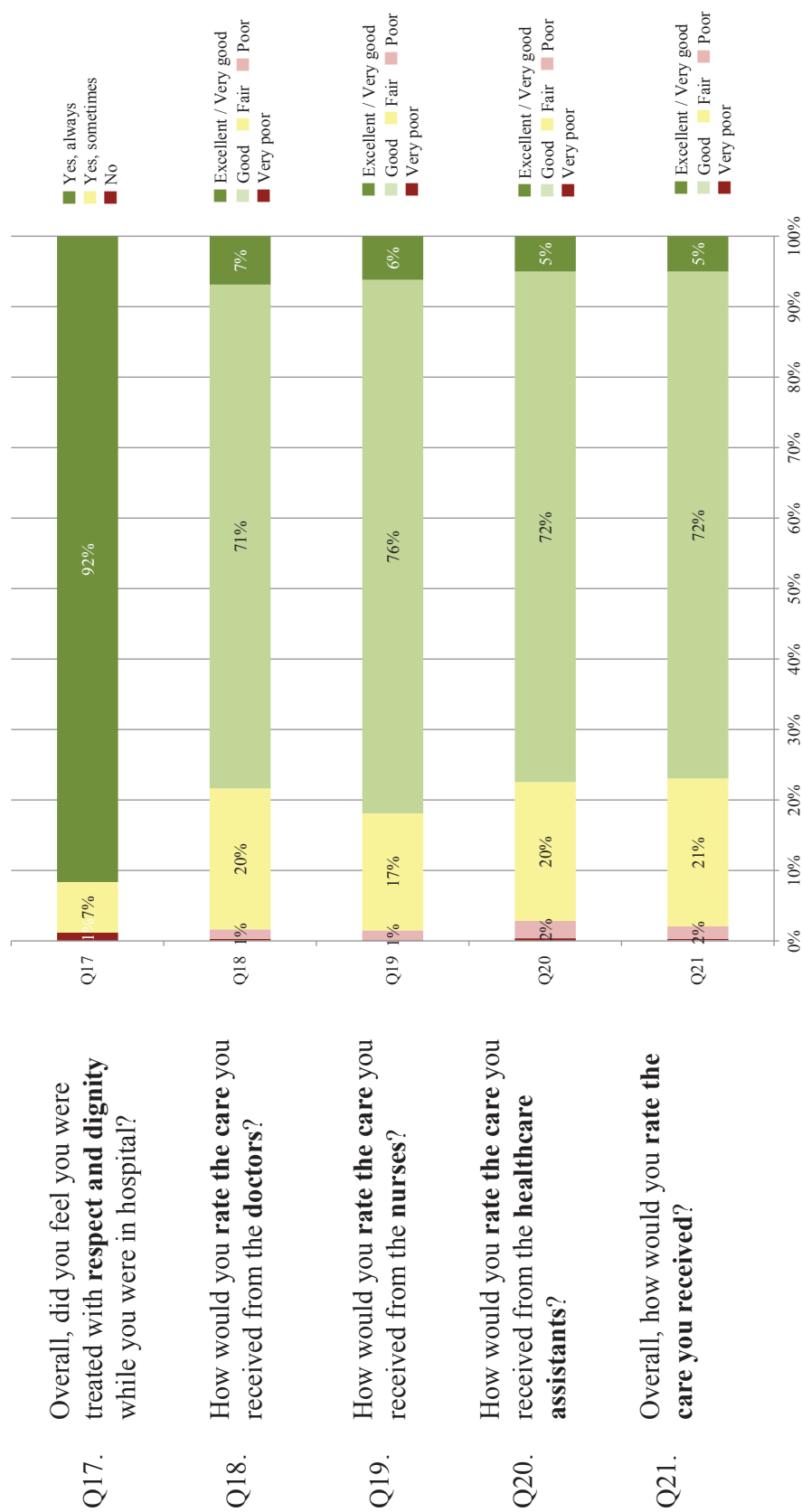
Q16. Did the doctors or nurses **give your family or someone close to you all the information they needed in your care and recovery**?

Yes, definitely
Yes, to some extent
No



Dashboard 4

Overall Impression (Q17 – Q21)



Dashboard 5

Responses by Percentage (All Core Items)

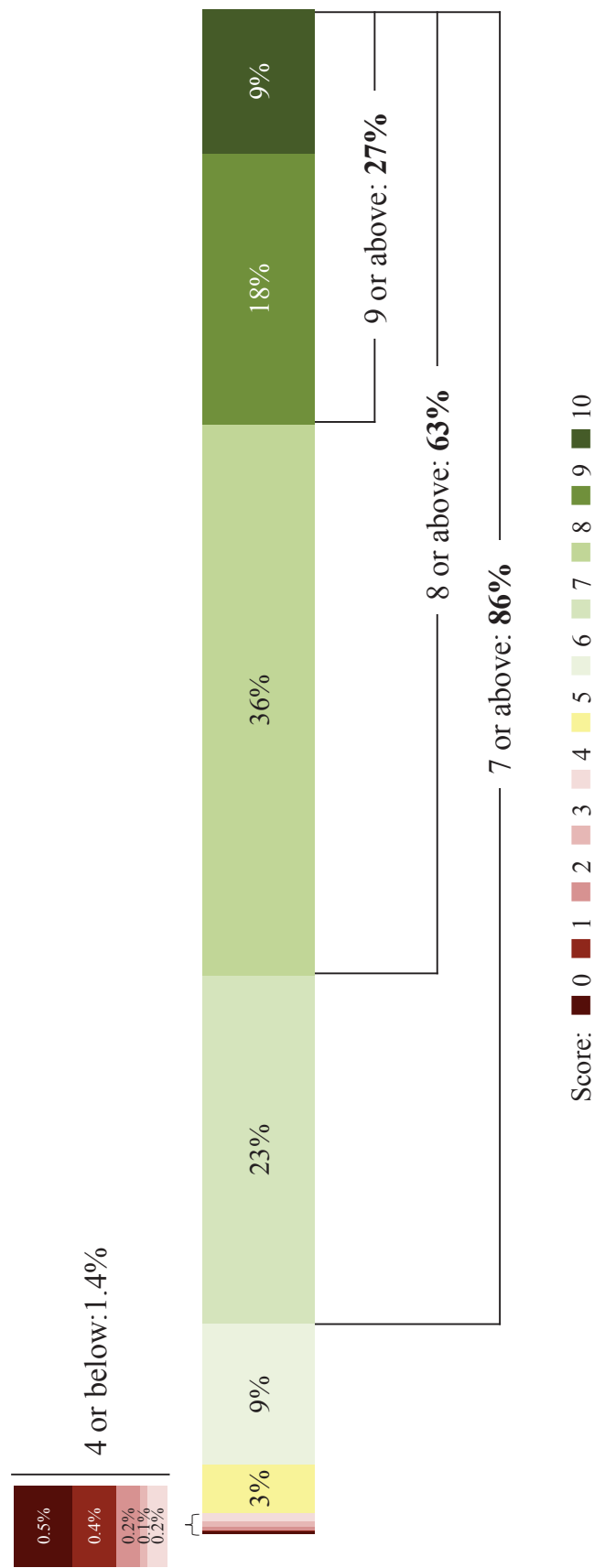
(Q3 – Q17) ■ No ■ Yes, sometimes / to some extent ■ Yes, always / completely / definitely
(Q18 – Q21) ■ Very poor ■ Poor ■ Fair ■ Good ■ Excellent / Very good



Dashboard 6

Overall Patient Experience (Q22)

Q22. Overall, how would you rate the **inpatient experience**, scores ranging from 0 (very poor experience) to 10 (very good experience). What was your score?



Dashboard 7

Calculated Scores (All Evaluative Items)



Key Findings

Overall Impression

The survey revealed an overall positive patient experience on inpatient service. The overall experience was rated 7 or above (out of a score of 0-10) by 86%; 8 or above by 63% and 9 or above by 27% of the patients. The mean score of the overall experience of the 25 public hospitals was 7.8, ranging from 7.5 - 8.2 (Dashboard 8).

The findings from the survey on different stages of patient journey were also encouraging. Majority of the respondents were positive towards “provision of clear and understandable answers to important questions”, “confidence and trust in healthcare professionals”, “pain control”, “provision of clear and understandable explanation on how to take medication” and “respect and dignity to patients”. The details are shown in Table 1.

Table 1: Care Aspects with Positive Feedback from Patients (Mean Score > 8.5)

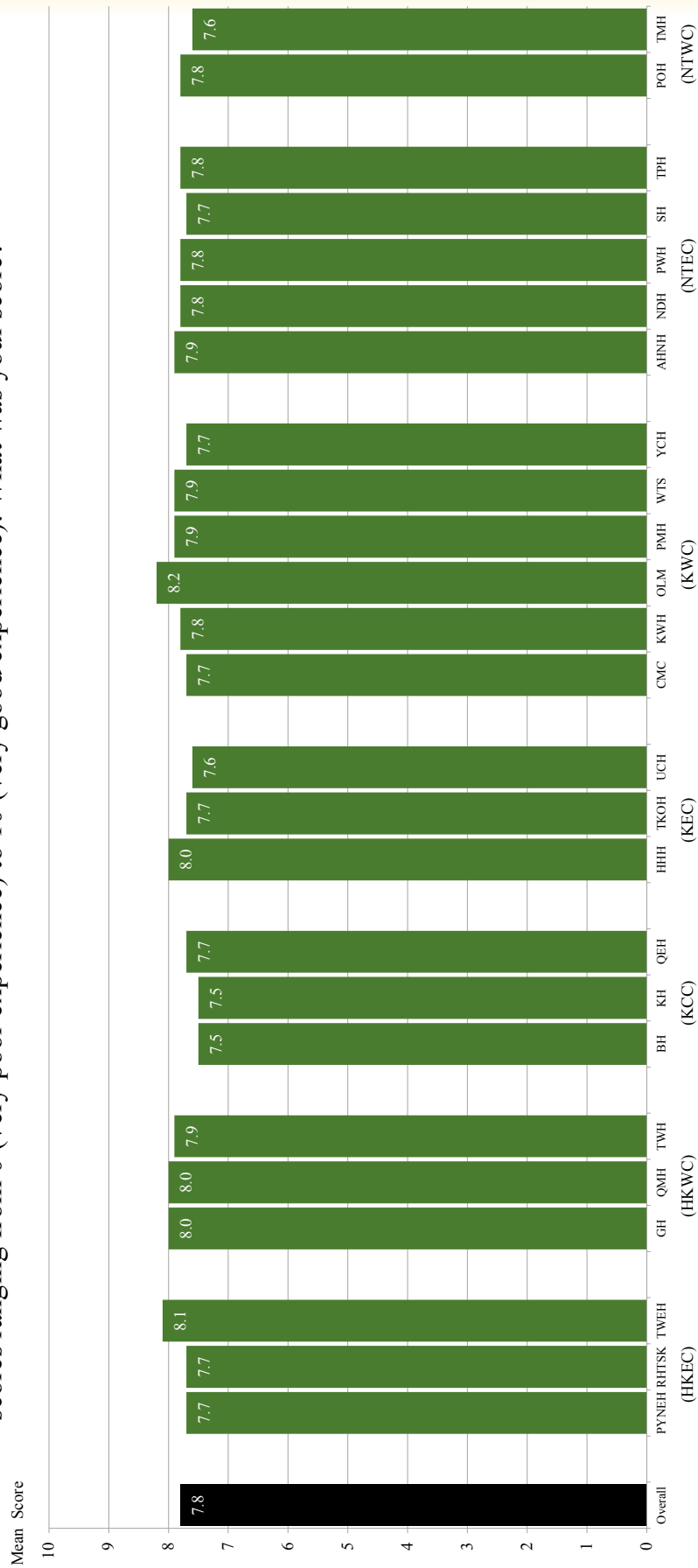
Patient Experience		Mean Scores
Hospital Staff		
Q3	Provision of clear and understandable answers to important questions by doctors	8.8
Q4	Confidence and trust in doctors	9.3
Q5	Provision of clear and understandable answers to important questions by nurses	9.0
Q6	Confidence and trust in nurses	9.4
Patient Care and Treatment		
Q12	Pain control	9.4
Information on Leaving Hospital		
Q13	Provision of clear and understandable explanation on how to take medication	9.5
Overall Impression		
Q17	Being treated with respect and dignity in hospital	9.5

Dashboard 8

Overall Patient Experience by Hospitals

Overall, how would you rate the **inpatient experience**, scores ranging from 0 (very poor experience) to 10 (very good experience). What was your score?

Q22.



Identification of Areas for Improvement

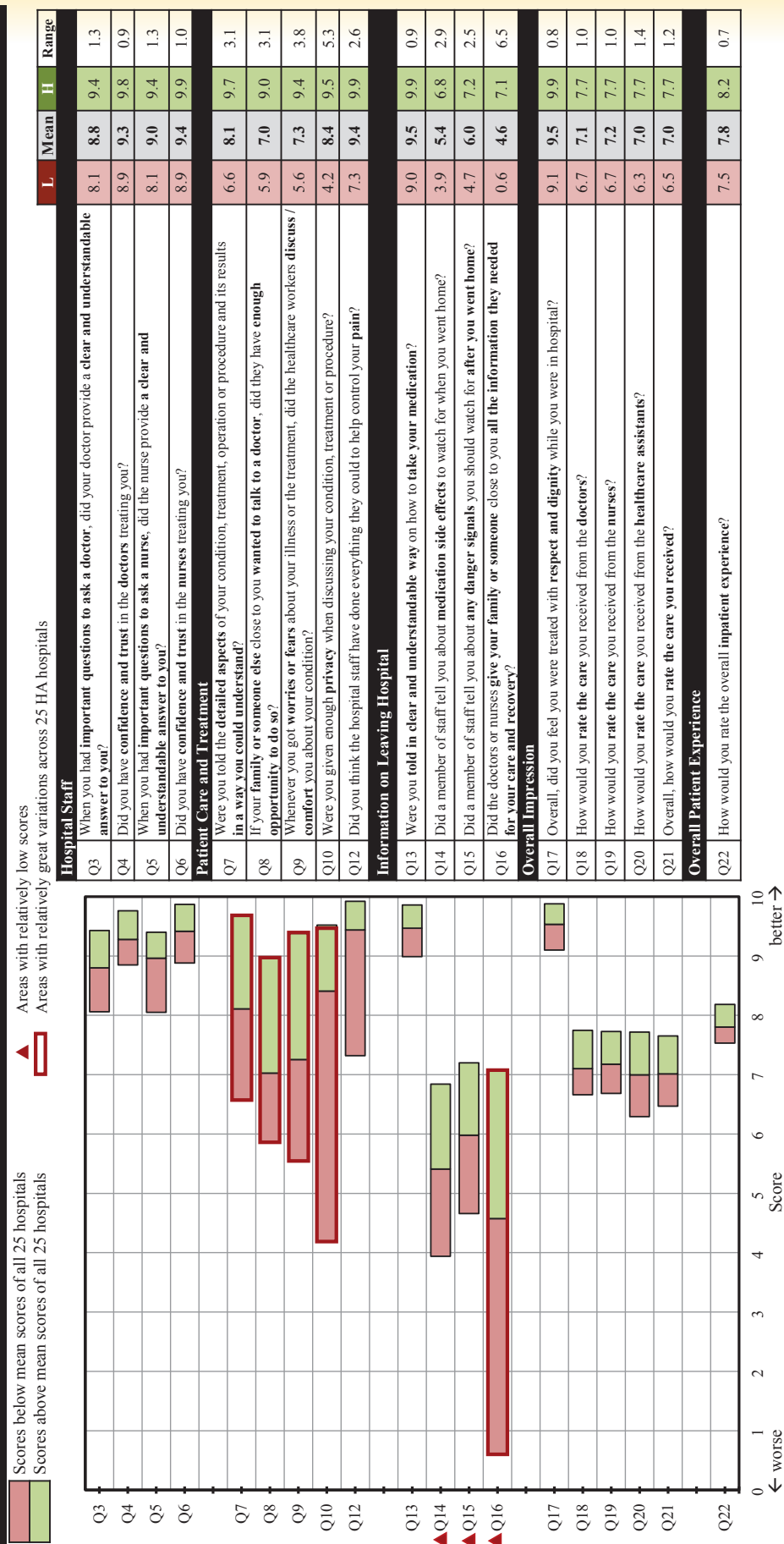
Several areas with relatively low scores or great variations across the hospitals (difference between the highest and the lowest score among 25 public hospitals) are presented in Table 2 and Dashboard 9, suggesting potential areas for improvement.

Table 2: Areas for Improvement for Inpatient Service

Patient Experience		Areas with relatively low scores	Areas with relatively great variations
Patient Care and Treatment			
Q7	Being informed of the detailed aspects of patients' condition, treatment, operation or procedure in a way that they could understand		3.1
Q8	Opportunity for a family member or someone else close to the patient to talk to a doctor		3.1
Q9	Healthcare workers being able to discuss/ comfort patients about their condition		3.8
Q10	Privacy given when discussing patients' condition, treatment or procedure		5.3
Information on Leaving Hospital			
Q14	Being told about medication side effects to watch for after discharge	5.4	
Q15	Being told about any danger signals to watch for after discharge	6.0	
Q16	Provision of all the information needed for patient care and recovery to a family member or someone else close to the patient	4.6	6.5

Dashboard 9

Low Score and Great Variation in Scores





Conclusion

This Patient Experience and Satisfaction Survey (PESS) on inpatient service using the locally-validated instrument was successfully conducted for 9,297 patients discharged from any one of the selected 25 public hospitals in 2015. The response rate of the survey was 83% which was higher than those of the PESS on inpatient service in 2010 (response rate = 52%) and the Hospital-based PESS in 2013 (response rate = 73%).

The findings from the survey were positive and encouraging. The overall inpatient experience was very good, with 86% rated 7 or above, 63% rated 8 or above and 27% rated 9 or above on a scoring scale of 0 - 10 (mean score = 7.8). The patient experience was found to be similar across all the 25 public hospitals. Majority of the respondents were positive towards “provision of clear and understandable answers to important questions”, “confidence and trust in healthcare professionals”, “pain control”, “provision of clear and understandable explanation on how to take medication” and “respect and dignity to patients”.

However, there is room for improvement in several aspects of patient experience with relatively low scores. These included: (1) being told about medication side effects to watch for after discharge; (2) being told about any danger signals to watch for after discharge and (3) healthcare staff providing all the information needed for patient care and recovery to a family member or someone else close to the patient.

This survey provided important insights for the hospital management and frontline healthcare staff into delivering quality health care from patients’ perspectives. It also served as an important platform for patient engagement in the care process. Further study would be useful to identify the underlying factors for those aspects with relatively low scores for continuous improvement and ensuring a positive patient experience.



References

- 1) Wong ELY, Coulter A, Cheung AWL, Yam CHK, Yeoh EK, Griffiths S. *Item generation in the development of an inpatient experience questionnaire: a qualitative study*. BMC Health Services Research, 2013; 13:265.
- 2) Wong ELY, Coulter A, Cheung AWL, Yam CHK, Yeoh EK, Griffiths S. *Validation of inpatient experience questionnaire*. International Journal for Quality in Health Care, 2013; 25(4):443-51.
- 3) Hospital Authority. *Patient Satisfaction Survey 2010*. Hong Kong 2011.
- 4) Wong ELY, Coulter A, Cheung AWL, Yam CHK, Yeoh EK, Griffiths S. *Patient satisfaction with public hospital care: First benchmark survey in Hong Kong*. Hong Kong Medical Journal 2012; 18(5):371.
- 5) Wong ELY, Coulter A, Hewitson P, Cheung AWL, Yam CHK, Lui SF, Tam WWS, Yeoh EK. *Patient experience and satisfaction with inpatient service: development of short form survey instrument measuring the core aspect of inpatient experience*. PLoS One. 2015 Apr 10;10(4):e0122299.
- 6) Hospital Authority. *Hospital-based Patient Experience and Satisfaction Survey 2013*. Hong Kong 2014.

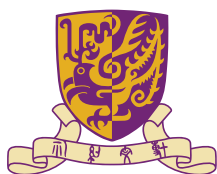
2015年 香港醫院管理局 住院病人經驗及 服務滿意度調查報告



醫院管理局
HOSPITAL
AUTHORITY

報告撰寫:

香港中文大學醫學院
賽馬會公共衛生及基層醫療學院



2016年9月

香港醫院管理局

2015 年住院病人經驗及服務滿意度調查

研究合辦單位：

- 1) 香港醫院管理局
- 2) 香港中文大學醫學院賽馬會公共衛生及基層醫療學院

首席研究員：

香港中文大學醫學院賽馬會公共衛生及基層醫療學院
醫療體系、政策及管理學部
副教授
黃麗儀教授

研究團隊：

香港中文大學醫學院賽馬會公共衛生及基層醫療學院
醫療體系、政策及管理學部
院長 / 部門主管 / 教授
楊永強教授

香港中文大學醫學院賽馬會公共衛生及基層醫療學院
醫療體系、政策及管理學部
臨床專業顧問
雷兆輝醫生

香港中文大學醫學院賽馬會公共衛生及基層醫療學院
醫療體系、政策及管理學部
研究員
張惠棧小姐
任浩君小姐
黃芬微小姐
史健璋先生

外界顧問：

英國牛津 The Picker Institute Europe 行政總裁
Andrew William McCulloch 博士

鳴謝



賽馬會公共衛生及
基層醫療學院院長
楊永強教授



首席研究員
黃麗儀教授

我們謹代表研究團隊，衷心感謝醫院管理局（醫管局）讓我們有機會一同於本港公立醫院進行 2015 年「住院病人經驗及服務滿意度調查」。

我們十分榮幸能邀請外界顧問 Andrew William McCulloch 博士提供專業意見，並與我們分享其在英國進行病人經驗調查的研究經驗。此外，我們亦感謝醫管局總辦事處病人關係處就是次調查提供後勤支援，以及醫管局轄下 25 間醫院人員的支持及協調工作。

最後，我們由衷感謝所有參與是次調查的病人。他們的寶貴意見和回應，有助醫管局釐訂服務的優次及提升質素。是次調查得以順利進行，全賴病人的參與和支持。



目錄

	頁數
背景	31
研究方法	32
調查對象	32
調查數據 - 標準化	33
評估範疇	33
調查數據的表達方式	34
主要調查結果	42
整體印象	42
有待改善的範疇	44
總結	46
參考資料	47
附件	49



背景

2009 年，醫院管理局（醫管局）委託香港中文大學醫學院賽馬會公共衛生及基層醫療學院訂定一套量度病人經驗和服務滿意度的調查工具。研究團隊以英國護理質量委員會（Care Quality Commission）的「一般住院病人問卷」為藍本¹⁻²，制定了「香港住院病人經驗問卷」，經本地驗證後在全港七個醫院聯網，為合共 5,030 名出院病人進行首個全港性的「病人服務滿意度調查」³⁻⁴。

醫管局隨後於 2012 年委託香港中文大學醫學院賽馬會公共衛生及基層醫療學院制定一套經驗證的「香港住院病人經驗問卷 — 短版」（短版問卷），以便更快捷有效收集和評估病人的經驗和滿意度。研究團隊於 2013 年利用短版問卷進行首個「個別醫院病人經驗及服務滿意度調查」⁵⁻⁶。

為配合醫管局定期主動收集和報告住院病人經驗的計劃，醫管局再度委託香港中文大學醫學院賽馬會公共衛生及基層醫療學院於 2015 年進行「住院病人經驗及服務滿意度調查」，了解住院病人的經驗和服務滿意度。本報告載列是次「住院病人經驗及服務滿意度調查」的結果。



研究方法

因應本港公立醫院系統的情況⁵⁻⁶，香港中文大學醫學院賽馬會公共衛生及基層醫療學院透過定質定量兩者並用的嚴謹研究方法，設計和驗證有關香港住院病人經驗的調查工具。研究團隊向曾在 2015 年 7 月 3 日至 10 月 29 日期間於任何一間選定公立醫院出院（被選定的 25 間公立醫院列於附件 A）的病人進行調查。

調查對象

調查於 2015 年 7 月 14 日至 11 月 6 日進行。調查人員於 2015 年 7 月 3 日至 10 月 29 日期間在 25 間選定公立醫院出院的病人中，訪問了足夠數目的合資格出院病人。合資格的受訪者須為 18 歲或以上，並須於任何選定的醫院住院至少一晚。調查範圍不包括精神科、產科、牙科、寧養服務、兒科及深切治療部的住院病人。

是次調查共有 9,297 名病人參與，整體回應率為 83%（25 間公立醫院的回應率介乎 63% 至 90%）。55% 的受訪病人屬急症或緊急入院；22% 按輪候或預先安排入院；23% 則屬其他類別，如轉院。相對於在調查期間出院病人的整體數目，居住於護老院及年齡為 80 歲以上的病人比例較少。受訪病人的人口特點和健康狀況列於附件 B。



調查數據 - 標準化

25 間公立醫院的出院病人在年齡和性別方面等人口資料存在差異。由於這些因素已證實會影響受訪者的觀點和經驗，因此我們在受訪者的回應中採用了相對特定權數加權，以減低人口資料差異對調查結果的影響。除有關人口資料及自覺健康狀況的問題會列出原本的百份比外，其他評估項目均會因應年齡和性別採用相對特定權數加權。

評估範疇

是次調查有 18 條核心評估問題，主要涵蓋病人由「入院」至「出院」的住院流程中的四個病人護理範疇：

- (1) 醫護人員提供的服務；
- (2) 護理及治療；
- (3) 出院時提供的資訊；及
- (4) 整體印象，以評估病人住院經驗和滿意度。

此外，問卷亦包括一條關於病人在住院期間對整體服務經驗的評估性問題。

評估項目的答案將轉換為 0 至 10 分以作計算。每題的分數轉換方法表列於附件 C 以供參考。調查結果可用以評估病人在醫管局醫院的住院經驗，有助找出須優先改善質素的範疇。



調查數據的表達方式

主要調查結果以兩個形式表達：（i）以描述方式表達每項問題的回應 – 回應的百份比（圖表報告板 1 至 6）*；以及（ii）將每項評估式問題的回應會轉化成 0 – 非常差的經驗至 10 – 非常好的經驗評分（圖表報告板 7）。此外，每條問題的回應比例及分數亦已詳列於附件 D 及附件 E，而每間醫院的得分則列於附件 F。

* 百分比總和或因小數進位調整而未能加至 100%

圖表報告板 1

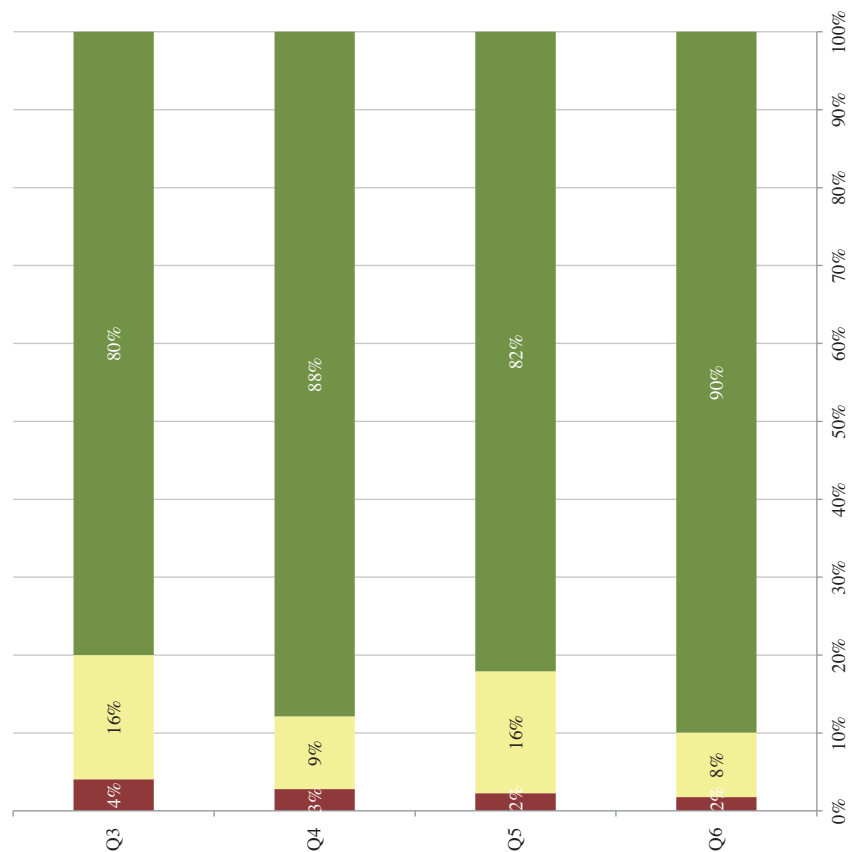
醫護人員 (Q3 - Q6)

Q3. 當你有重要問題問醫生的時候，醫生有沒有向你提供清楚及使你明白的答案？



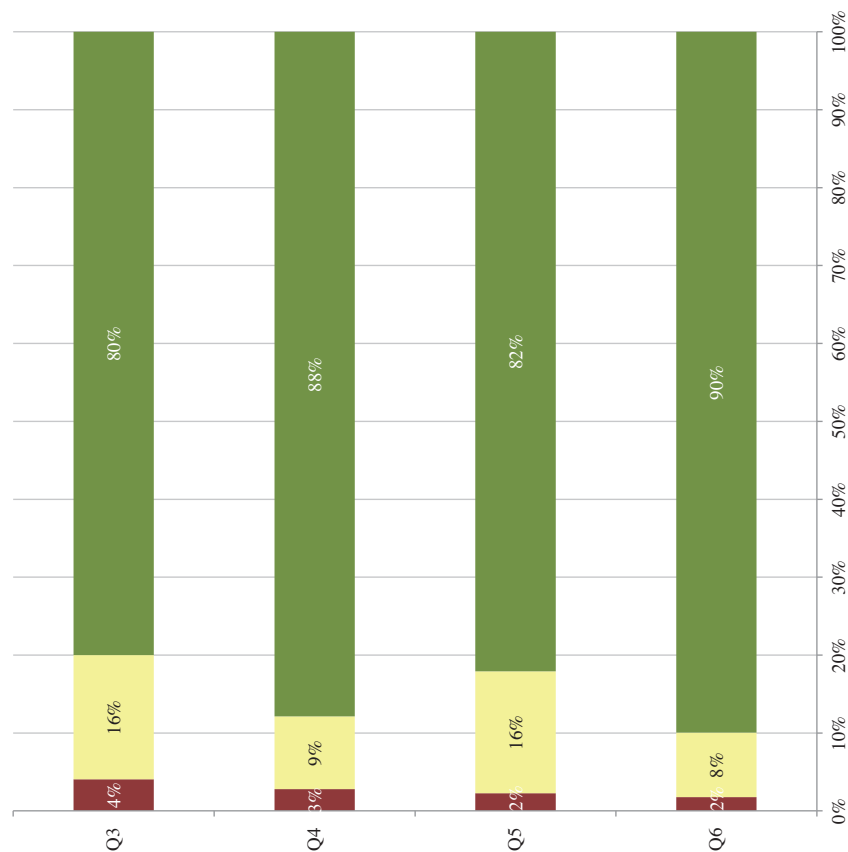
Q4. 你對診治你的醫生有沒有信心？

Legend for Q4:
 一直都有 (Always)
 有時候有 (Sometimes)
 沒有 (Never)



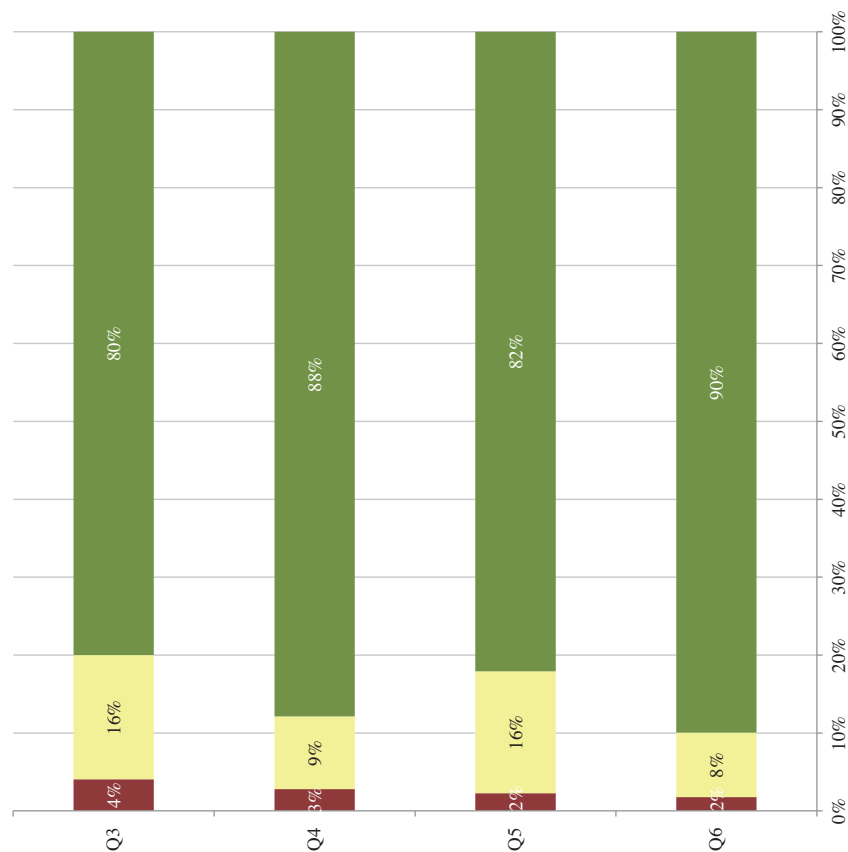
Q5. 當你有重要問題問護士的時候，護士有沒有向你提供清楚及使你明白的答案？

Legend for Q5:
 經常有 (Always)
 間中有 (Sometimes)
 沒有 (Never)



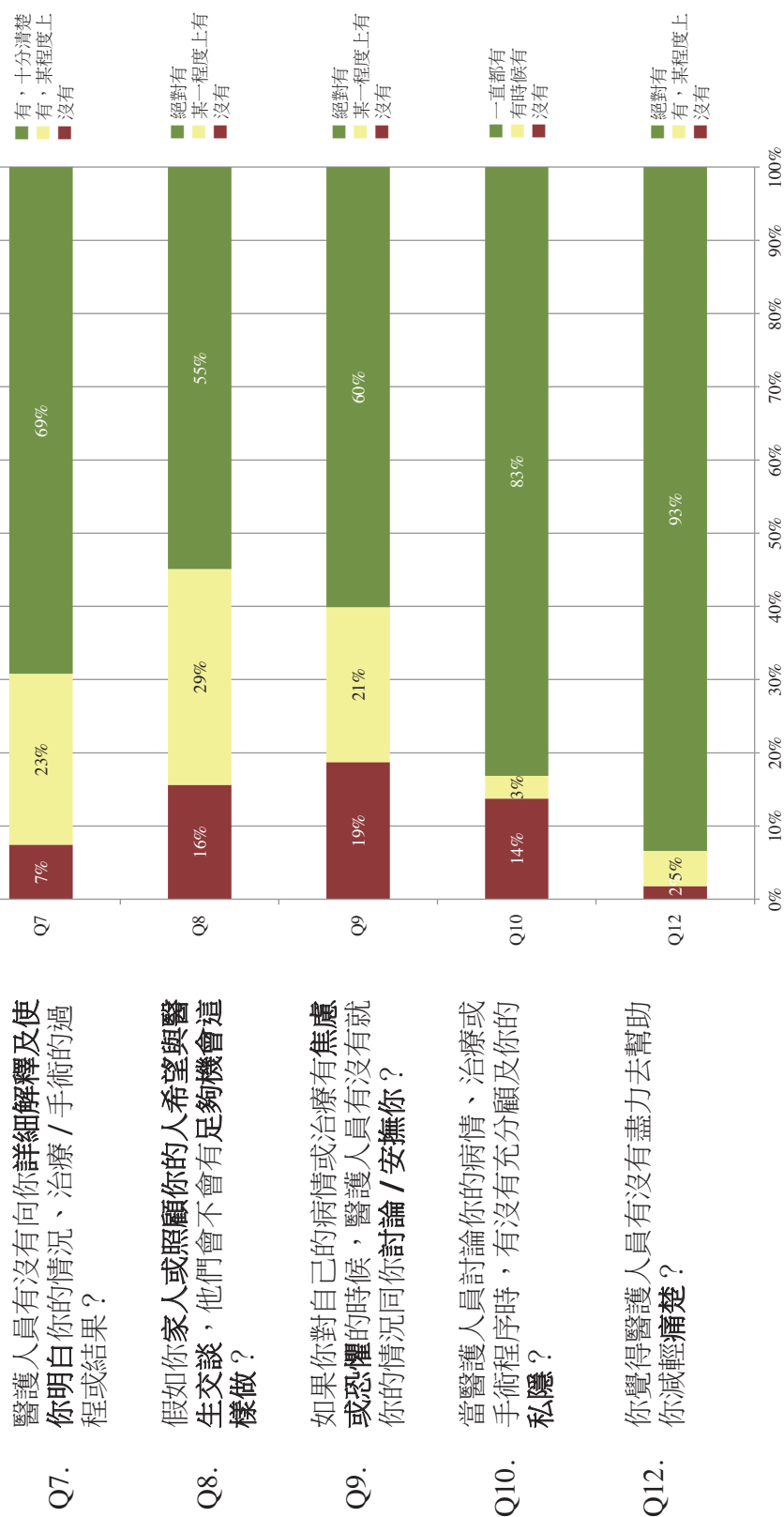
Q6. 你對照顧你的護士有沒有信心？

Legend for Q6:
 一直都有 (Always)
 有時候有 (Sometimes)
 沒有 (Never)



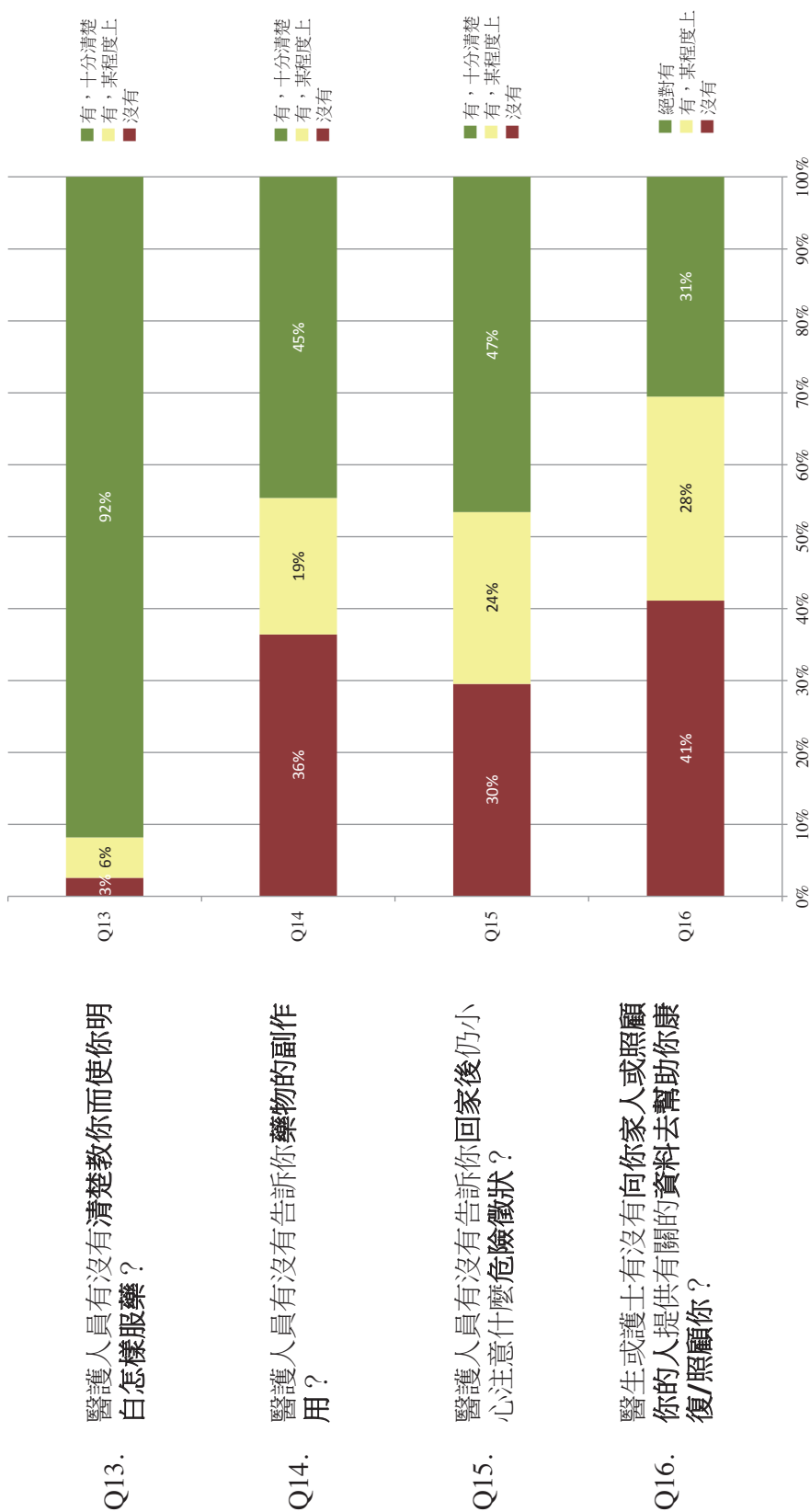
圖表報告板 2

病人的護理及治療 (Q7 - Q10, Q12)



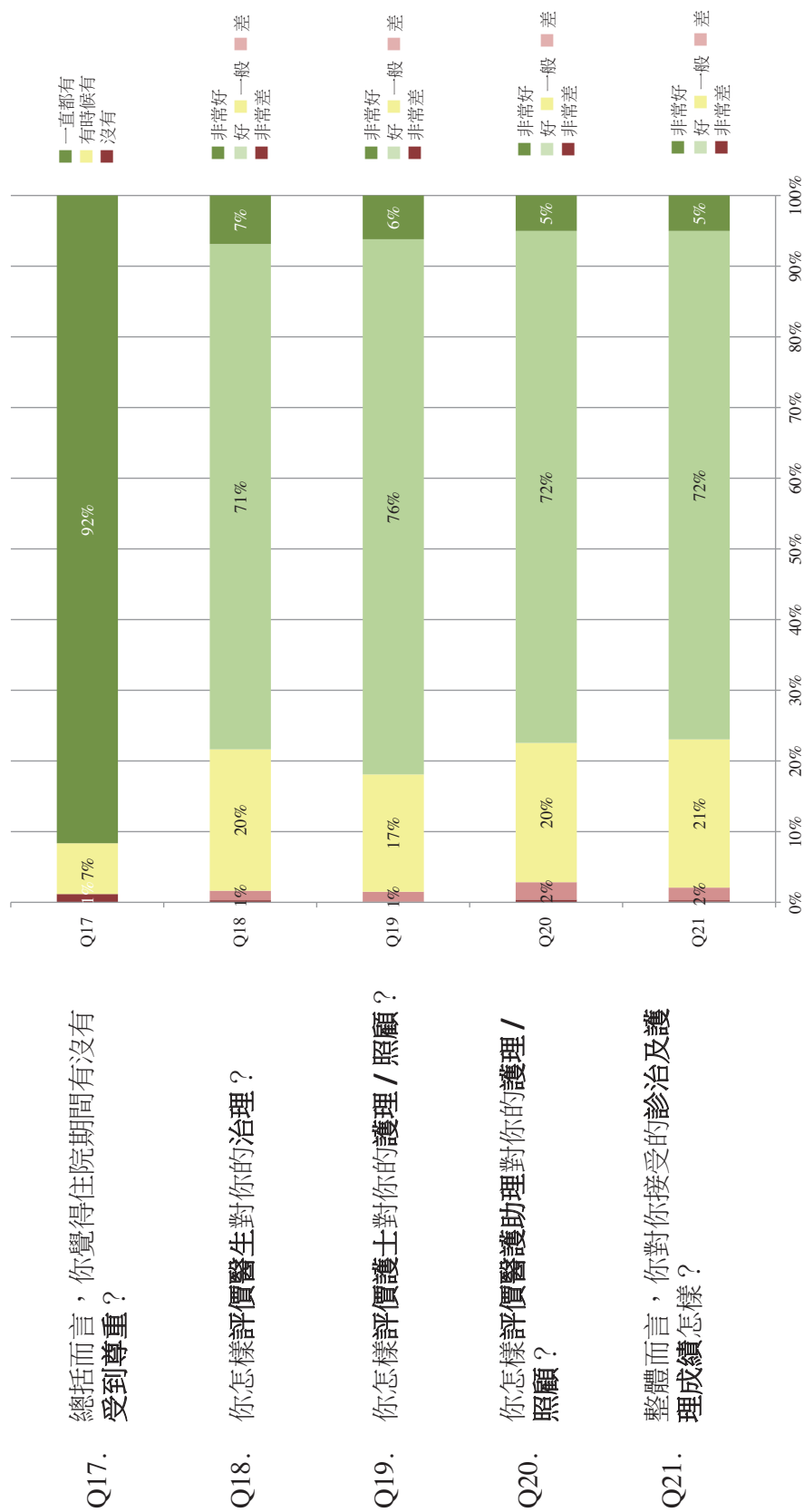
圖表報告板 3

出院時提供的資訊 (Q13 – Q16)



圖表報告板 4

整體印象 (Q17 – Q21)



圖表報告板 5

回應的百分比 (所有核心項目)

(Q3 – Q17) ■ 沒有 ■ 間中有/有時候有/有, 某程度上/ 某程度上有/ 某程度上有 ■ 經常有/ 一直都有/ 有, 十分清楚/ 絕對有/ 有, 十分清楚
(Q18 – Q21) ■ 非常差 ■ 差 ■ 一般 ■ 好 ■ 非常好

醫護人員

Q3. 當你有重要問題問醫生的時候, 醫生有沒有向你提供清楚及使你明白的答案?

Q4. 你對診治你的醫生有沒有信心?

Q5. 當你有重要問題問護士的時候, 護士有沒有向你提供清楚及使你明白的答案?

Q6. 你對照顧你的護士有沒有信心?

病人的護理及治療

Q7. 醫護人員有沒有向你詳細解釋及使你明白你的情況、治療/手術的過程或結果?

Q8. 假如你家人或照顧你的人希望與醫生交談, 他們會不會有足夠機會這樣做?

Q9. 如果你對自己的病情或治療有焦慮或恐懼的時候, 醫護人員有沒有就你的情況同你討論/安撫你?

Q10. 當醫護人員討論你的病情、治療或手術程序時, 有沒有充分顧及你的私隱?

Q12. 你覺得醫護人員有沒有盡力去幫助你減輕痛楚?

出院時提供的資訊

Q13. 醫護人員有沒有清楚教你而使你明白怎樣服藥?

Q14. 醫護人員有沒有告訴你藥物的副作用?

Q15. 醫護人員有沒有告訴你回家後仍小心注意什麼危險徵狀?

Q16. 醫生或護士有沒有向你家人或照顧你的人提供有關的資料去幫助你康復/照顧你?

整體印象

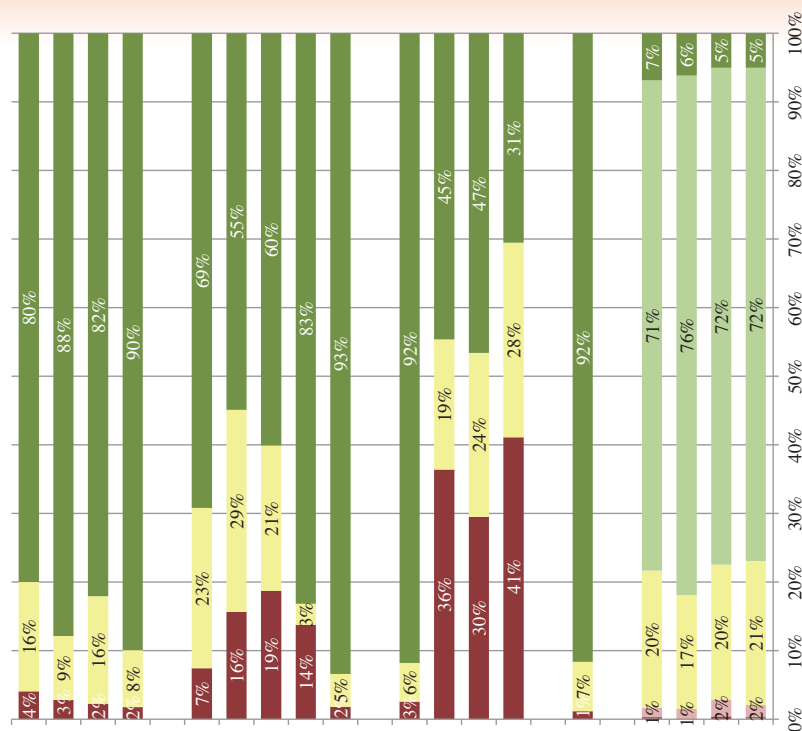
Q17. 總括而言, 你覺得住院期間有沒有受到尊重?

Q18. 你怎樣評價醫生對你的治理?

Q19. 你怎樣評價護士對你的護理/照顧?

Q20. 你怎樣評價醫護助理對你的護理/照顧?

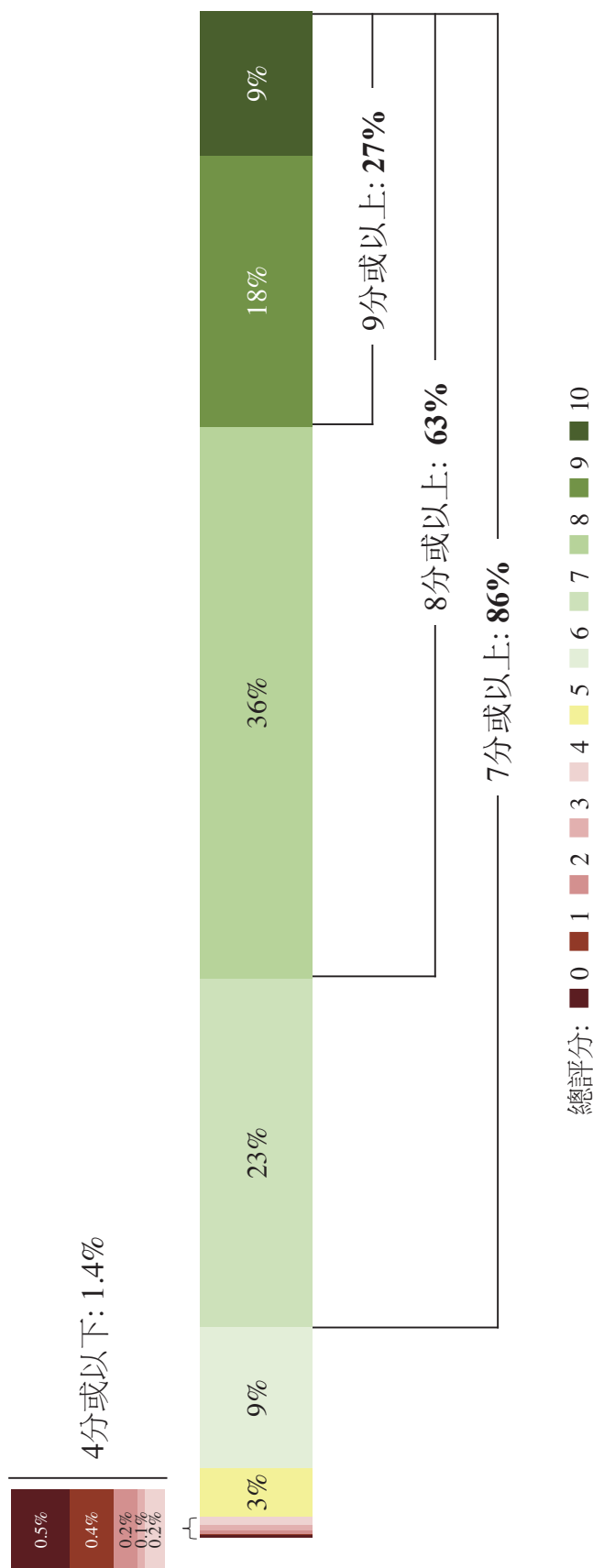
Q21. 整體而言, 你對你接受的診治及護理成績怎樣?



圖表報告板 6

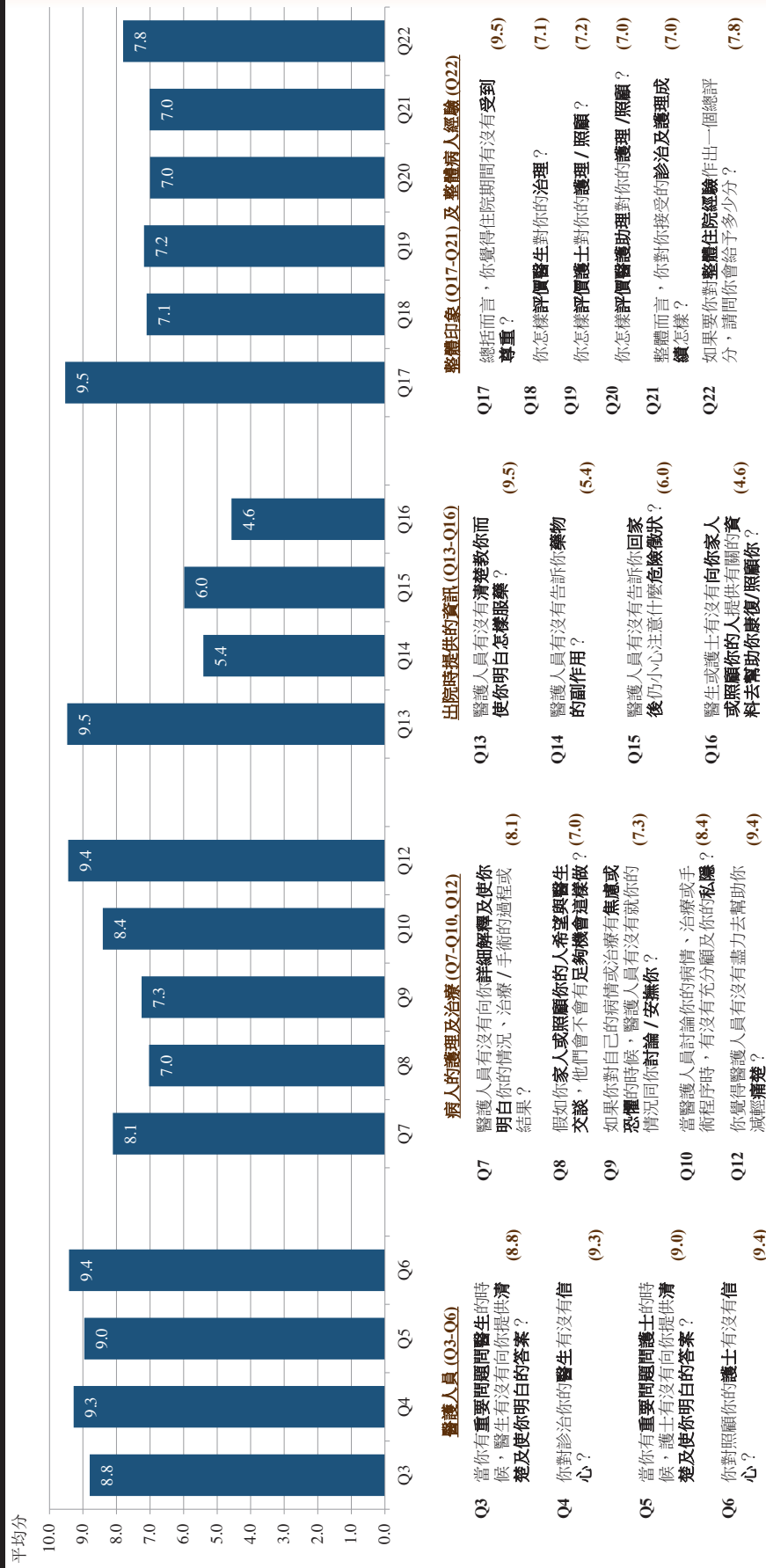
整體病人經驗 (Q22)

Q22. 如果你對**整體住院經驗**作出一個總評分，
由0(非常差的住院經驗) 到10 (非常好的住院經驗)分，請問你會給予多少分？



圖表報告板 7

計算評分 (所有評估項目)



主要調查結果

整體印象

調查結果顯示病人的整體住院經驗良好。86% 的受訪者將整體經驗評為 7 分或以上（評分範圍由 0 至 10），評為 8 分或以上有 63%，而 9 分或以上則有 27%。25 間公立醫院的整體經驗評分介乎 7.5 至 8.2，平均評分為 7.8（圖表報告板 8）。

病人住院流程的各評估範疇得分亦令人鼓舞，大部分受訪者在「清楚回應病人的重要提問」、「對醫護人員有信心」、「痛楚控制」、「清楚解釋及使病人明白如何服用藥物」以及「住院期間受到尊重」五方面的回應尤其正面，詳情列於表一。

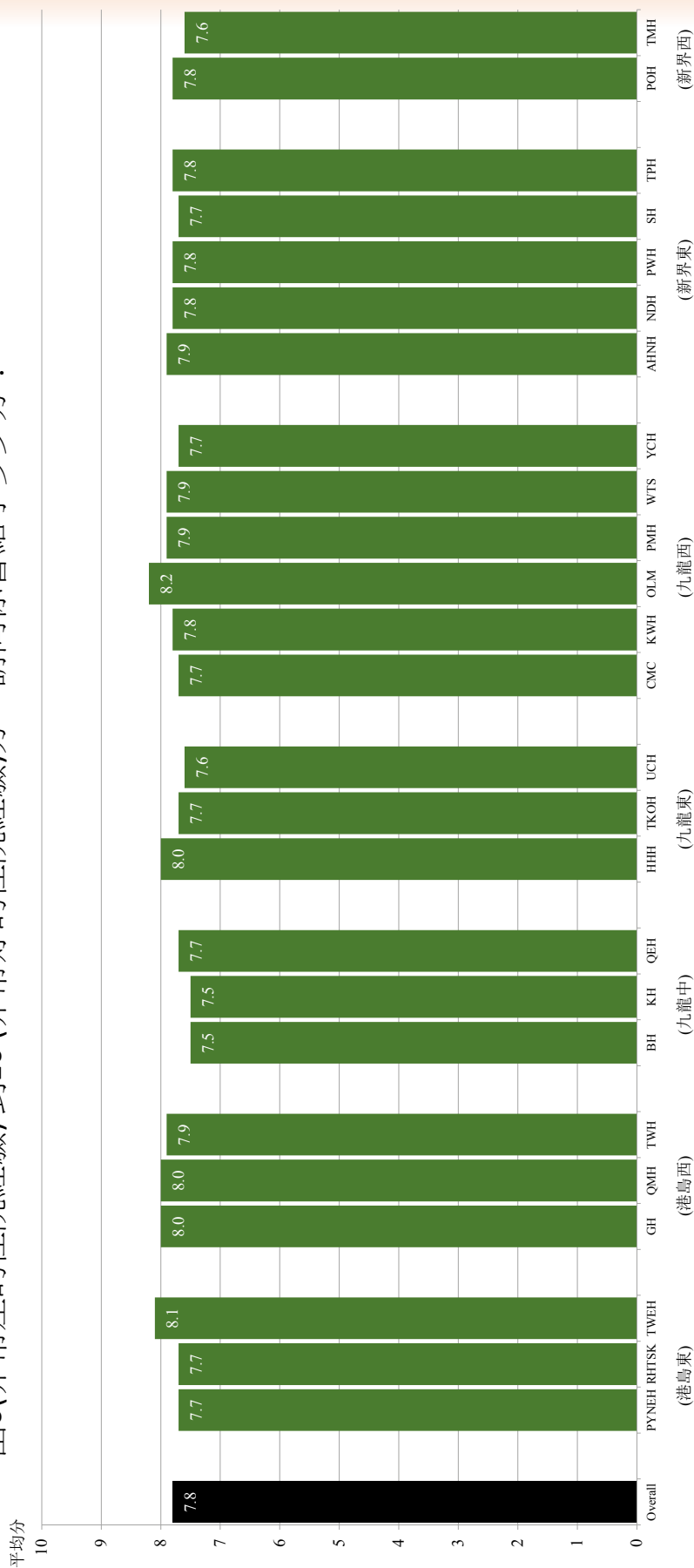
表一：病人反應正面的治理範疇（平均分 8.5 分以上）

病人經驗		平均分
醫護人員		
Q3	醫生清楚回應病人的重要提問	8.8
Q4	對醫生有信心	9.3
Q5	護士清楚回應病人的重要提問	9.0
Q6	對護士有信心	9.4
病人的護理及治療		
Q12	痛楚控制	9.4
出院時提供的資訊		
Q13	清楚解釋及使病人明白如何服用藥物	9.5
整體印象		
Q17	住院期間受到尊重	9.5

圖表報告板 8

醫院之間的整體病人經驗

Q22. 如果你對**整體住院經驗**作出一個總評分，
由0(非常差的住院經驗)到10(非常好的住院經驗)分，請問你會給予多少分？



有待改善的範疇

表二和圖表報告板 9 列出評分相對較低，或不同醫院的評分存在較大差異的範疇（25 間公立醫院的最高和最低評分差距），顯示這些範疇仍有待改善。

表二：住院服務有待改善的範疇

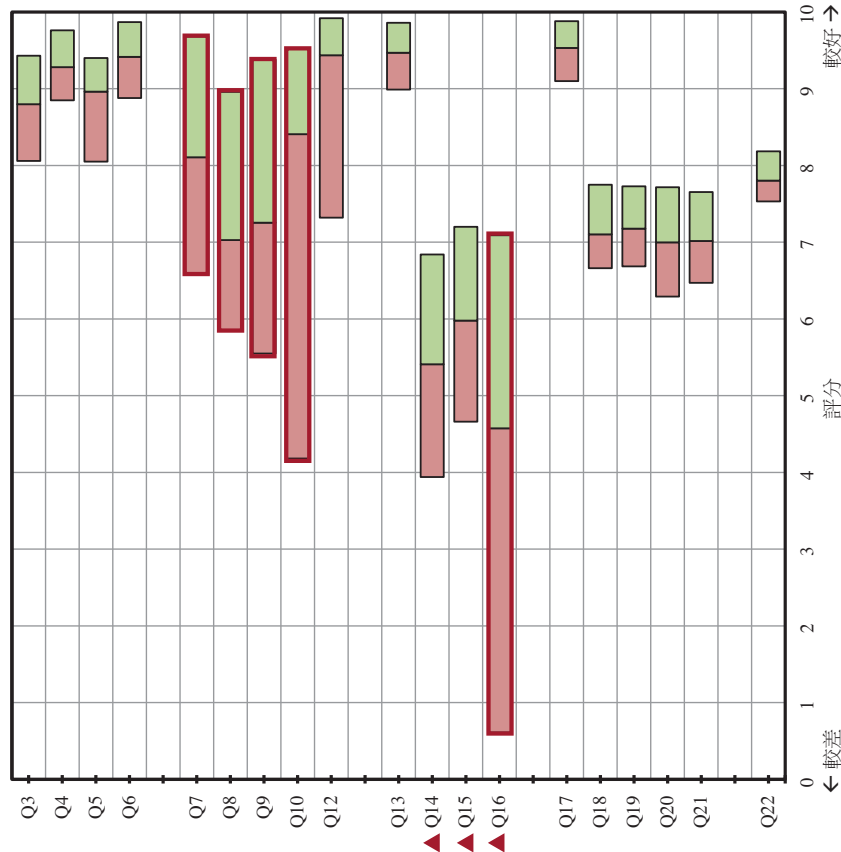
病人經驗		評分相對較低的範疇	評分存在較大差異的範疇
病人的護理及治療			
Q7	詳細解釋及使病人明白他們的情況、治療 / 手術的過程或結果		3.1
Q8	家人或親友有足夠機會與醫生交談		3.1
Q9	醫護人員能與病人討論其病情或安撫病人		3.8
Q10	與病人討論病情、治療或程序時有足夠的私隱		5.3
出院時提供的資訊			
Q14	提供病人出院後需留意的藥物副作用資訊	5.4	
Q15	告知病人出院後要留意的危險徵狀	6.0	
Q16	向家人或親友提供所有病人護理和康復的所需資訊	4.6	6.5

圖表報告板 9

較低評分及較大差異評分

■ 評分低於全部25間醫院的平均分
■ 評分高於全部25間醫院的平均分

▲ 相對較低評分的範疇
▲ 25間醫院相對較大差異評分的範疇



醫護人員	最低	平均	最高	範圍
Q3 當你有重要問題問醫生的時候，醫生有沒有向你提供清楚及使你明白的答案？	8.1	8.8	9.4	1.3
Q4 你對診治你的醫生有沒有信心？	8.9	9.3	9.8	0.9
Q5 當你有重要問題問護士的時候，護士有沒有向你提供清楚及使你明白的答案？	8.1	9.0	9.4	1.3
Q6 你對照顧你的護士有沒有信心？	8.9	9.4	9.9	1.0
病人的護理及治療				
Q7 醫護人員有沒有向你詳細解釋及使你明白你的情況、治療/手術的過程或結果？	6.6	8.1	9.7	3.1
Q8 假如你家人或照顧你的人希望與醫生交談，他們會不會有足夠機會這樣做？	5.9	7.0	9.0	3.1
Q9 如果你對自己的病情或治療有焦慮或恐懼的時候，醫護人員有沒有就你的情況向你討論/安撫你？	5.6	7.3	9.4	3.8
Q10 當醫護人員討論你的病情、治療或手術程序時，有沒有充分顧及你的私隱？	4.2	8.4	9.5	5.3
Q12 你覺得醫護人員有沒有盡力去幫助你減輕痛楚？	7.3	9.4	9.9	2.6
出院時提供的資訊				
Q13 醫護人員有沒有清楚教你而使你明白怎樣服藥？	9.0	9.5	9.9	0.9
Q14 醫護人員有沒有告訴你藥物的副作用？	3.9	5.4	6.8	2.9
Q15 醫護人員有沒有告訴你回家後仍要小心注意什麼危險徵狀？	4.7	6.0	7.2	2.5
Q16 醫生或護士有沒有向你家人或照顧你的人提供有關的資料去幫助你康復/照顧你？	0.6	4.6	7.1	6.5
整體印象				
Q17 總括而言，你覺得住院期間有沒有受到尊重？	9.1	9.5	9.9	0.8
Q18 你怎樣評價醫生對你的治療？	6.7	7.1	7.7	1.0
Q19 你怎樣評價護士對你的護理/照顧？	6.7	7.2	7.7	1.0
Q20 你怎樣評價醫護助理對你的護理/照顧？	6.3	7.0	7.7	1.4
Q21 整體而言，你對你接受的診治及護理成績怎樣？	6.5	7.0	7.7	1.2
整體病人經驗				
Q22 如果你要對整體住院經驗作出一個總評分，請問你會給予多少分？	7.5	7.8	8.2	0.7

總結

是次「住院病人經驗及服務滿意度調查」於 2015 年順利進行，透過本地驗證的香港住院病人經驗調查工具，合共訪問了 9,297 名於任何一間選定公立醫院（共 25 間）出院的病人。調查回應率為 83%，較 2010 年進行的「住院病人經驗及服務滿意度調查」（回應率為 52%），以及 2013 年進行的「個別醫院病人經驗及服務滿意度調查」（回應率為 73%）為高。

調查結果正面和令人鼓舞。整體而言，病人的經驗十分理想，在 0 至 10 的評分中，86% 的受訪者的評分為 7 分或以上，63% 評分為 8 分或以上，27% 評分為 9 分或以上（平均分為 7.8）。不同護理範疇的結果亦顯示 25 間公立醫院的病人經驗滿意度相近。大部分受訪者對「清楚回應病人的重要提問」、「對醫護人員有信心」、「痛楚控制」、「清楚解釋及使病人明白如何服用藥物」以及「住院期間受到尊重」等方面均有正面評價。

然而，某些範疇的病人經驗評分相對較低，情況仍有待改善。這些範疇包括：(1) 提供病人出院後需留意的藥物副作用資訊；(2) 告知病人出院後要留意的危險徵狀；(3) 向家人或親友提供所有病人護理和康復的所需資訊。

是次調查可為醫院管理層和前線醫護人員就醫療服務提供重要啟示，協助他們從病人角度提供優質的醫療服務；此外，是次調查亦在治療過程方面，提供了一個促進病人參與的重要平台。進一步的研究有助找出某些項目得分較低的原因，從而持續改善醫療服務，確保病人有更好的經驗。



參考資料

- 1) Wong ELY, Coulter A, Cheung AWL, Yam CHK, Yeoh EK, Griffiths S. *Item generation in the development of an inpatient experience questionnaire: a qualitative study*. BMC Health Services Research, 2013; 13:265.
- 2) Wong ELY, Coulter A, Cheung AWL, Yam CHK, Yeoh EK, Griffiths S. *Validation of inpatient experience questionnaire*. International Journal for Quality in Health Care, 2013; 25(4):443-51.
- 3) Hospital Authority. *Patient Satisfaction Survey 2010*. Hong Kong 2011.
- 4) Wong ELY, Coulter A, Cheung AWL, Yam CHK, Yeoh EK, Griffiths S. *Patient satisfaction with public hospital care: First benchmark survey in Hong Kong*. Hong Kong Medical Journal 2012; 18(5):371.
- 5) Wong ELY, Coulter A, Hewitson P, Cheung AWL, Yam CHK, Lui SF, Tam WWS, Yeoh EK. *Patient experience and satisfaction with inpatient service: development of short form survey instrument measuring the core aspect of inpatient experience*. PLoS One. 2015 Apr 10;10(4):e0122299.
- 6) Hospital Authority. *Hospital-based Patient Experience and Satisfaction Survey 2013*. Hong Kong 2014.

Appendices

附件

- (A) List of 25 Public Hospitals Involved
參與調查的25間公立醫院名單
- (B) Demographics and Health Status of Respondents
受訪者的人口資料及健康情況
- (C) Scoring of Evaluative Questions
評估問題的評分
- (D) Descriptive Analysis of Results
調查結果的描述性分析
- (E) Calculated Scores of Evaluative Questions
評估問題的計算評分
- (F) Scores of Individual Hospitals
(In order: HKEC, HKWC, KCC, KEC, KWC, NTEC and NTWC)
每間醫院的評分
(依次為：港島東聯網、港島西聯網、九龍中聯網、九龍東聯網、九龍西聯網、新界東聯網及新界西聯網)

Appendix A

附件 A

List of 25 Public Hospitals Involved

參與調查的 25 間公立醫院名單

HA Clusters	Name of Hospitals
醫管局聯網	醫院名稱
Hong Kong East Cluster (HKEC) 港島東聯網	1) Pamela Youde Nethersole Eastern Hospital (PYNEH) 東區尤德夫人那打素醫院 2) Ruttonjee and Tang Shiu Kin Hospitals (RHTSK) 律敦治及鄧肇堅醫院 3) Tung Wah Eastern Hospital (TWEH) 東華東院
Hong Kong West Cluster (HKWC) 港島西聯網	4) Grantham Hospital (GH) 葛量洪醫院 5) Queen Mary Hospital (QMH) 瑪麗醫院 6) Tung Wah Hospital (TWH) 東華醫院
Kowloon Central Cluster (KCC) 九龍中聯網	7) Hong Kong Buddhist Hospital (BH) 香港佛教醫院 8) Kowloon Hospital (KH) 九龍醫院 9) Queen Elizabeth Hospital (QEH) 伊利沙伯醫院
Kowloon East Cluster (KEC) 九龍東聯網	10) Haven of Hope Hospital (HHH) 靈實醫院 11) Tseung Kwan O Hospital (TKOH) 將軍澳醫院 12) United Christian Hospital (UCH) 基督教聯合醫院

HA Clusters	Name of Hospitals
醫管局聯網	醫院名稱
Kowloon West Cluster (KWC) 九龍西聯網	13) Caritas Medical Centre (CMC) 明愛醫院 14) Kwong Wah Hospital (KWH) 廣華醫院 15) Our Lady of Maryknoll Hospital (OLM) 聖母醫院 16) Princess Margaret Hospital (PMH) 瑪嘉烈醫院 17) TWGHs Wong Tai Sin Hospital (WTS) 黃大仙醫院 18) Yan Chai Hospital (YCH) 仁濟醫院
New Territories East Cluster (NTEC) 新界東聯網	19) Alice Ho Miu Ling Nethersole Hospital (AHNH) 雅麗氏何妙齡那打素醫院 20) North District Hospital (NDH) 北區醫院 21) Prince of Wales Hospital (PWH) 威爾斯親王醫院 22) Shatin Hospital (SH) 沙田醫院 23) Tai Po Hospital (TPH) 大埔醫院
New Territories West Cluster (NTWC) 新界西聯網	24) Pok Oi Hospital (POH) 博愛醫院 25) Tuen Mun Hospital (TMH) 屯門醫院

Appendix B

附件 B

Demographics and Health Status of Respondents

受訪者的人口資料及健康情況

Age 年齡

		Frequency	%	Valid %	Cumulative %
Valid	18-30 years old	516	5.6	5.6	5.6
	18至30歲				
	31-40 years old	621	6.7	6.7	12.2
	31至40歲				
	41-50 years old	847	9.1	9.1	21.3
	41至50歲				
	51-60 years old	1597	17.2	17.2	38.5
	51至60歲				
	61-70 years old	1890	20.3	20.3	58.8
	61至70歲				
	71-80 years old	1944	20.9	20.9	79.8
	71至80歲				
	81 years old or above	1882	20.2	20.2	100.0
	81歲或以上				
Total		9297	100.0	100.0	

Answered by all respondents

Gender 性別

		Frequency	%	Valid %	Cumulative %
Valid	Male	4738	51.0	51.0	51.0
	男				
	Female	4559	49.0	49.0	100.0
	女				
Total		9297	100.0	100.0	

Answered by all respondents

Education level 教育程度

		Frequency	%	Valid %	Cumulative %
Valid	No formal education / kindergarten	1443	15.5	15.5	15.5
	沒有接受過正規教育 / 幼稚園				
	Primary	3384	36.4	36.4	51.9
	小學				
	Lower secondary (F.1 to F.3)	1445	15.5	15.5	67.5
	初中 (中一至中三)				
	Upper secondary (F.4 to F.5)	1906	20.5	20.5	88.0
	高中 (中四至中五)				
	Matriculation (F.6 to F.7)	193	2.1	2.1	90.0
	預科 (中六至中七)				
	Post-secondary	210	2.3	2.3	92.3
	專上學院				
	Tertiary or above	664	7.1	7.1	99.4
	大學或以上				
	Refuse to answer	52	0.6	0.6	100.0
	不願回答				
Total		9297	100.0	100.0	

Answered by all respondents

Current living status 居住狀況

		Frequency	%	Valid %	Cumulative %
Valid	Live alone 獨居	604	6.5	6.5	6.5
	Live with family / others 同家人 / 其他人同住	8284	89.1	89.1	95.6
	Live in institution (Convalescent Hospital / Rehabilitation Hospital/ Hospital) 院舍 (療養院 / 康復醫院 / 醫院)	183	2.0	2.0	97.6
	Live in old age home 老人院	191	2.1	2.1	99.6
	Refuse to answer 不願回答	35	0.4	0.4	100.0
Total		9297	100.0	100.0	

Answered by all respondents

Current work status 工作情況

		Frequency	%	Valid %	Cumulative %
Valid	Retired 退休	5328	57.3	57.3	57.3
	Unemployed 失業	465	5.0	5.0	62.3
	Full-time student 全日制學生	86	0.9	0.9	63.2
	Home-maker 家庭主婦	826	8.9	8.9	72.1
	Full-time worker 全職	2404	25.9	25.9	98.0
	Part-time worker 兼職	161	1.7	1.7	99.7
	Refuse to answer 不願回答	27	0.3	0.3	100.0
Total		9297	100.0	100.0	

Answered by all respondents

Receiving any allowance from the government 接受政府的任何援助

		Frequency	%	Valid %	Cumulative %
Valid	I did not receive any allowance 沒有	4464	48.0	48.0	48.0
	I received one of the following allowance 有	4822	51.9	51.9	99.9
	Refuse to answer 不願回答	11	0.1	0.1	100.0
Total		9297	100.0	100.0	
Types of allowance 援助的種類 (could choose more than one answer) (可選多項)			Frequency (Yes)	%	
	Comprehensive Social Security Assistance (CSSA) 綜合社會保障援助 (綜援)		580	12.0	
	Disability Allowance 傷殘津貼		316	6.6	
	Old Age Allowance 高齡津貼		3925	81.4	
	Others 其它		7	0.1	

Answered by all respondents

Current health condition 現時的健康狀況

		Frequency	%	Valid %	Cumulative %
Valid	Very good 非常健康	44	0.5	0.5	0.5
	Good 健康	2975	32.0	32.0	32.5
	Fair 一般	4996	53.7	53.7	86.2
	Poor 差	1240	13.3	13.3	99.5
	Very poor 非常差	36	0.4	0.4	99.9
	Refuse to answer 不願回答	6	0.1	0.1	100.0
Total		9297	100.0	100.0	

Answered by all respondents

EQ-5D – Mobility 行動

		Frequency	%	Valid %	Cumulative %
Valid	I have no problems in walking about 我可以四處走動，沒有任何問題	5758	61.9	61.9	61.9
	I have slight problems in walking about 我的行動有輕微問題	1912	20.6	20.6	82.5
	I have moderate problems in walking about 我的行動有中度問題	964	10.4	10.4	92.9
	I have severe problems in walking about 我的行動有嚴重問題	411	4.4	4.4	97.3
	I am unable to walk about 我無法行動	244	2.6	2.6	99.9
	Refuse to answer 不願回答	8	0.1	0.1	100.0
Total		9297	100.0	100.0	

Answered by all respondents

EQ-5D - Self-Care 自我照顧

		Frequency	%	Valid %	Cumulative %
Valid	I have no problems washing or dressing myself 我在洗澡或穿衣方面沒有任何問題	6544	70.4	70.4	70.4
	I have slight problems washing or dressing myself 我在洗澡或穿衣方面有輕微問題	1579	17.0	17.0	87.4
	I have moderate problems washing or dressing myself 我在洗澡或穿衣方面有中度問題	614	6.6	6.6	94.0
	I have severe problems washing or dressing myself 我在洗澡或穿衣方面有嚴重問題	370	4.0	4.0	98.0
	I am unable to wash or dress myself 我無法自己洗澡或穿衣	182	2.0	2.0	99.9
	Refuse to answer 不願回答	8	0.1	0.1	100.0
Total		9297	100.0	100.0	

Answered by all respondents

EQ-5D - Usual Activities (e.g. work, study, housework, family or leisure)
平常活動 (如工作、讀書、家務、家庭或休閒活動)

		Frequency	%	Valid %	Cumulative %
Valid	I have no problems doing my usual activities 我能進行平常活動，沒有任何問題	5467	58.8	58.8	58.8
	I have slight problems doing my usual activities 我在進行平常活動方面有輕微問題	1505	16.2	16.2	75.0
	I have moderate problems doing my usual activities 我在進行平常活動方面有中度問題	1492	16.0	16.0	91.0
	I have severe problems doing my usual activities 我在進行平常活動方面有嚴重問題	516	5.6	5.6	96.6
	I am unable to do my usual activities 我無法進行平常活動	309	3.3	3.3	99.9
	Refuse to answer 不願回答	8	0.1	0.1	100.0
Total		9297	100.0	100.0	

Answered by all respondents

EQ-5D - Pain / Discomfort 疼痛 / 不舒服

		Frequency	%	Valid %	Cumulative %
Valid	I have no pain or discomfort 我沒有任何疼痛或不舒服	4393	47.3	47.3	47.3
	I have slight pain or discomfort 我覺得輕微疼痛或不舒服	3498	37.6	37.6	84.9
	I have moderate pain or discomfort 我覺得中度疼痛或不舒服	1180	12.7	12.7	97.6
	I have severe pain or discomfort 我覺得嚴重疼痛或不舒服	201	2.2	2.2	99.7
	I have extreme pain or discomfort 我覺得極度疼痛或不舒服	17	0.2	0.2	99.9
	Refuse to answer 不願回答	8	0.1	0.1	100.0
Total		9297	100.0	100.0	

Answered by all respondents

EQ-5D - Anxiety / Depression 焦慮 / 沮喪

		Frequency	%	Valid %	Cumulative %
Valid	I am not anxious or depressed 我不覺得焦慮或沮喪	6310	67.9	67.9	67.9
	I am slightly anxious or depressed 我覺得輕微焦慮或沮喪	2197	23.6	23.6	91.5
	I am moderately anxious or depressed 我覺得中度焦慮或沮喪	646	6.9	6.9	98.5
	I am severely anxious or depressed 我覺得嚴重焦慮或沮喪	118	1.3	1.3	99.7
	I am extremely anxious or depressed 我覺得極度焦慮或沮喪	18	0.2	0.2	99.9
	Refuse to answer 不願回答	8	0.1	0.1	100.0
Total		9297	100.0	100.0	

Answered by all respondents

Having longstanding condition(s) 長期身體狀況

		Frequency	%	Valid %	Cumulative %
Valid	I do not have a long-standing condition 我並沒有以下所述的長期身體情況	3853	41.4	41.4	41.4
	I have one of the following longstanding conditions 我有以下所述的長期身體情況	5438	58.5	58.5	99.9
	Refuse to answer 不願回答	6	0.1	0.1	100.0
Total		9297	100.0	100.0	
Types of longstanding conditions 長期身體狀況的種類 (could choose more than one answer) (可選多項)		Frequency (Yes)		%	
Valid	Deafness or severe hearing impairment 失聰或嚴重聽覺障礙		33		0.6
	Blindness or partially sighted 失明或局部視覺缺失		26		0.5
	A long-standing physical condition 長期身體傷殘		29		0.5
	A learning disability 學習障礙		9		0.2
	A mental health condition 精神健康疾病		114		2.1
	A long-standing illness 長期疾病				
	Heart disease 心臟病		1243		22.9
	Hypertension 高血壓		3715		68.3
	Diabetes 糖尿病		2149		39.5
	Cancer 癌病		240		4.4
	Others 其它		882		16.2

Answered by all respondents

Long-standing condition(s) cause any difficulty 因長期身體狀況引致的困難

		Frequency	%	Valid %	Cumulative %
Valid	No difficulty with any of these 進行各項活動都沒有困難	1983	21.3	36.5	36.5
	I had some difficulty with the following conditions 我有以下所述的活動困難	3455	37.2	63.5	100.0
	Total	5438	58.5	100.0	
Missing	System	3859	41.5		
Total		9297	100.0		
Condition with difficulty 所引致的困難 (could choose more than one answer) (可選多項)		Frequency (Yes)	%		
Valid	Everyday activities that people your age can usually do 進行一些同年紀的人每天做的活動	3209	92.9		
	At work, in education, or training 工作、教育或培訓	617	17.9		
	Access to buildings, street, or vehicles 出入樓宇、街道或車輛	893	25.8		
	Reading or writing 閱讀和書寫	43	1.2		
	People's attitudes to you because of your condition 他人對你的態度	25	0.7		
	Communicating, mixing with others, or socializing 溝通、與他人交往、交誼	179	5.2		
	Any other activity 任何其他活動	227	6.6		

Answered by the respondents who had long-standing condition(s)

Appendix C

附件 C

Scoring of Evaluative Questions

評估問題的評分

Hospital Staff 醫護人員			
No. 題號	Question 題目	Response option 選項	Score 分數
Q3	When you had important questions to ask a doctor , did your doctor provide a clear and understandable answer to you? 當你有 重要問題 問醫生的時候，醫生有沒有向你提供 清楚及使你明白 的答案？	Yes, always 經常有	10
		Yes, sometimes 間中有	5
		No 沒有	0
		I had no need to ask 我沒有問題需要問	---
Q4	Did you have confidence and trust in the doctors treating you? 你對診治你的 醫生 有沒有 信心 ？	Yes, always 一直都有	10
		Yes, sometimes 有時候有	5
		No 沒有	0
Q5	When you had important questions to ask a nurse , did the nurse provide a clear and understandable answer to you? 當你有 重要問題 問護士的時候，護士有沒有向你提供 清楚及使你明白 的答案？	Yes, always 經常有	10
		Yes, sometimes 間中有	5
		No 沒有	0
		I had no need to ask 我沒有問題需要問	---
Q6	Did you have confidence and trust in the nurses treating you? 你對照顧你的 護士 有沒有 信心 ？	Yes, always 一直都有	10
		Yes, sometimes 有時候有	5
		No 沒有	0

Patient Care and Treatment 病人的護理及治療			
No. 題號	Question 題目	Response option 選項	Score 分數
Q7	Were you told the detailed aspects of your condition, treatment, operation or procedure and its results in a way you could understand ? 醫護人員有沒有向你 詳細解釋及使你明白 你的情況、治療 / 手術的過程或結果？	Yes, completely 有，十分清楚	10
		Yes, to some extent 有，某程度上	5
		No 沒有	0
		I did not need such information 我無需要有關的資料	---
Q8	If your family or someone else close to you wanted to talk to a doctor , did they have enough opportunity to do so ? 假如你 家人或照顧你的人 希望與醫生交談，他們會不會有 足夠機會 這樣做？	Yes, definitely 絕對有	10
		Yes, to some extent 某一程度上有	5
		No 沒有	0
		(In hospital) No family or friends were involved (住院期間) 並沒有親友到訪	---
		My family did not want or need information 我的家人不願或不需要資料	---
Q9	Whenever you got worries or fears about your illness or the treatment, did the healthcare workers discuss / comfort you about your condition? 如果你對自己的病情或治療有 焦慮或恐懼 的時候，醫護人員有沒有就你的情況同你 討論 / 安撫 你？	Yes, definitely 絕對有	10
		Yes, to some extent 某一程度上有	5
		No 沒有	0
		I had no worries or fears 我並沒有憂慮及恐懼	---
Q10	Were you given enough privacy when discussing your condition, treatment or procedure? 當醫護人員討論你的病情、治療或手術程序時，有沒有充分顧及你的 私隱 ？	Yes, always 一直都有	10
		Yes, sometimes 有時候有	5
		No 沒有	0
Q12	Did you think the hospital staff have done everything they could to help control your pain ? 你覺得醫護人員有沒有盡力去幫助你減輕 痛楚 ？	Yes, definitely 絕對有	10
		Yes, to some extent 某一程度上有	5
		No 沒有	0

Information on Leaving Hospital 出院時提供的資訊			
No. 題號	Question 題目	Response option 選項	Score 分數
Q13	Were you told in clear and understandable way on how to take your medication ? 醫護人員有沒有清楚教你而使你明白怎樣服藥？	Yes, completely 有，十分清楚	10
		Yes, to some extent 有，某程度上	5
		No 沒有	0
		I did not need to be told how to take my medication 我無需他人教我怎樣服藥	---
Q14	Did a member of staff tell you about medication side effects to watch for when you went home? 醫護人員有沒有告訴你藥物的副作用？	Yes, completely 有，十分清楚	10
		Yes, to some extent 有，某程度上	5
		No 沒有	0
		I did not need an explanation 我並不需要他人解釋	---
Q15	Did a member of staff tell you about any danger signals you should watch for after you went home ? 醫護人員有沒有告訴你回家後仍小心注意什麼危險徵狀？	Yes, completely 有，十分清楚	10
		Yes, to some extent 有，某程度上	5
		No 沒有	0
		It was not necessary 並沒有這個需要	---
Q16	Did the doctors or nurses give your family or someone close to you all the information they needed in your care and recovery ? 醫生或護士有沒有向你家人或照顧你的人提供有關的資料去幫助你康復/照顧你？	Yes, definitely 絕對有	10
		Yes, to some extent 某程度上有	5
		No 沒有	0
		No family or friends were involved 沒有家人或親友參與	---
		My family or friends did not want or need information 我的家人或親友並無需要他人提供資料	---

Overall Impression 整體印象			
No. 題號	Question 題目	Response option 選項	Score 分數
Q17	Overall, did you feel you were treated with respect and dignity while you were in hospital? 總括而言，你覺得住院期間有沒有受到尊重？	Yes, always 一直都有	10
		Yes, sometimes 有時候有	5
		No 沒有	0
Q18	How would you rate the care you received from the doctors ? 你怎樣評價醫生對你的治理？	Excellent / Very Good 非常好	10
		Good 好	7.5
		Fair 一般	5
		Poor 差	2.5
		Very poor 非常差	0
Q19	How would you rate the care you received from the nurses ? 你怎樣評價護士對你的護理 / 照顧？	Excellent / Very Good 非常好	10
		Good 好	7.5
		Fair 一般	5
		Poor 差	2.5
		Very poor 非常差	0
Q20	How would you rate the care you received from the healthcare assistants ? 你怎樣評價醫護助理對你的護理 / 照顧？	Excellent / Very Good 非常好	10
		Good 好	7.5
		Fair 一般	5
		Poor 差	2.5
		Very poor 非常差	0

Overall Impression (continued) 整體印象 (續)			
No. 題號	Question 題目	Response option 選項	Score 分數
Q21	Overall, how would you rate the care you received? 整體而言，你對你接受的診治及護理成績怎樣？	Excellent / Very Good 非常好	10
		Good 好	7.5
		Fair 一般	5
		Poor 差	2.5
		Very poor 非常差	0

Appendix D

附件 D

Descriptive Analysis of Results

調查結果的描述性分析

* Percentages of responses may not add up to 100% due to rounding.

百分比總和或因小數進位調整而未能加至 100%

Admission to Hospital 入院 (Q1 – Q2)

Q1&Q2. Types of admission

入院形式

		Frequency	%	Valid %	Cumulative %
Valid	Emergency or urgent admission through A&E Department 急症或緊急情況而經急症室入院	5069	54.9	55.5	55.5
	Waiting list or planned in advance 依輪候次序或預先計劃	1990	21.6	21.8	77.3
	Other admission (e.g. hospital transfer) / Emergency or urgent admission not through A&E Department 其他原因 (如轉院等) / 急症或緊急情況而不經急症室入院	2078	22.5	22.7	100.0
	Total	9137	99.0	100.0	
Missing	System	92	1.0		
Total		9229	100.0		

Hospital Staff 醫護人員 (Q3 – Q6)

Q3. When you had important questions to ask a doctor, did your doctor provide a clear and understandable answer to you?

當你有重要問題問醫生的時候，醫生有沒有向你提供清楚及使你明白的答案？

		Frequency	%	Valid %	Cumulative %
Valid	Yes, always 經常有	6768	73.3	80.0	80.0
	Yes, sometimes 間中有	1349	14.6	15.9	95.9
	No 沒有	343	3.7	4.1	100.0
	Don't know / Can't remember 不知道／記不起	1	0.0	0.0	100.0
	Total	8462	91.7	100.0	
	I had no need to ask 我沒有問題需要問	767	8.3		
Total		9229	100.0		

Answered by all respondents

Q4. Did you have confidence and trust in the doctors treating you?

你對診治你的醫生有沒有信心？

		Frequency	%	Valid %	Cumulative %
Valid	Yes, always 一直都有	8110	87.9	87.9	87.9
	Yes, sometimes 有時候有	861	9.3	9.3	97.2
	No 沒有	257	2.8	2.8	100.0
	Don't know / Can't remember 不知道／記不起	1	0.0	0.0	100.0
	Total	9229	100.0	100.0	

Answered by all respondents

Q5. When you had important questions to ask a nurse, did the nurse provide a clear and understandable answer to you?

當你有重要問題問護士的時候，護士有沒有向你提供清楚及使你明白的答案？

		Frequency	%	Valid %	Cumulative %
Valid	Yes, always 經常有	7153	77.5	82.1	82.1
	Yes, sometimes 間中有	1365	14.8	15.7	97.7
	No 沒有	197	2.1	2.3	100.0
	Don't know / Can't remember 不知道／記不起	1	0.0	0.0	100.0
	Total	8716	94.4	100.0	
	I had no need to ask 我沒有問題需要問	513	5.6		
	Total	9229	100.0		

Answered by all respondents

Q6. Did you have confidence and trust in the nurses treating you?

你對照顧你的護士有沒有信心？

		Frequency	%	Valid %	Cumulative %
Valid	Yes, always 一直都有	8300	89.9	89.9	89.9
	Yes, sometimes 有時候有	766	8.3	8.3	98.2
	No 沒有	162	1.8	1.8	100.0
	Don't know / Can't remember 不知道／記不起	1	0.0	0.0	100.0
	Total	9229	100.0	100.0	

Answered by all respondents

Patient Care and Treatment 病人的護理及治療 (Q7 - Q12)

Q7. Were you told the detailed aspects of your condition, treatment, operation or procedure and its results in a way you could understand?

醫護人員有沒有向你詳細解釋及使你明白你的情況、治療 / 手術的過程或結果？

		Frequency	%	Valid %	Cumulative %
Valid	Yes, completely 有，十分清楚	6273	68.0	69.2	69.2
	Yes, to some extent 有，某程度上	2117	22.9	23.4	92.5
	No 沒有	675	7.3	7.5	100.0
Total		9065	98.2	100.0	
	I did not need such information 我無需要有關的資料	164	1.8		
Total		9229	100.0		

Answered by all respondents

Q8. If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so?

假如你家人或照顧你的人希望與醫生交談，他們會不會有足夠機會這樣做？

		Frequency	%	Valid %	Cumulative %
Valid	Yes, definitely 絕對有	3362	36.4	54.9	54.9
	Yes, to some extent 某一程度上有	1805	19.6	29.5	84.4
	No 沒有	955	10.3	15.6	100.0
	Don't know / Can't remember 不知道 / 記不起	3	0.0	0.0	100.0
	Total	6124	66.4	100.0	
	(In hospital) No family or friends were involved (住院期間) 並沒有親友到訪	337	3.7		
	My family did not want or need information 我的家人不願或不需要資料	2678	29.0		
	I did not want my family or friends to talk to a doctor 我不願家人或照顧我的人與醫 生交談	89	1.0		
Total		9229	100.0		

Answered by all respondents

Q9. Whenever you got worries or fears about your illness or the treatment, did the healthcare workers discuss / comfort you about your condition?

如果你對自己的病情或治療有焦慮或恐懼的時候，醫護人員有沒有就你的情況同你討論 / 安撫你？

		Frequency	%	Valid %	Cumulative %
Valid	Yes, definitely 絕對有	3700	40.1	60.1	60.1
	Yes, to some extent 某一程度上有	1303	14.1	21.2	81.3
	No 沒有	1152	12.5	18.7	100.0
	Total	6156	66.7	100.0	
	I had no worries or fears 我並沒有憂慮及恐懼	3073	33.3		
Total		9229	100.0		

Answered by all respondents

Q10. Were you given enough privacy when discussing your condition, treatment or procedure?
當醫護人員討論你的病情、治療或手術程序時，有沒有充分顧及你的私隱？

		Frequency	%	Valid %	Cumulative %
Valid	Yes, always 一直都有	7674	83.2	83.2	83.2
	Yes, sometimes 有時候有	284	3.1	3.1	86.2
	No 沒有	1268	13.7	13.7	100.0
	Don't know / Can't remember 不知道／記不起	3	0.0	0.0	100.0
	Total	9229	100.0	100.0	

Answered by all respondents

Q11. Were you ever in any pain during admission?

住院期間，你有沒有曾經感到痛楚？

		Frequency	%	Valid %	Cumulative %
Valid	Yes 有	4130	44.7	44.7	44.7
	No 沒有	5099	55.3	55.3	100.0
	Total	9229	100.0	100.0	

Answered by all respondents

Q12. Did you think the hospital staff have done everything they could to help control your pain?
你覺得醫護人員有沒有盡力去幫助你減輕痛楚？

		Frequency	%	Valid %	Cumulative %
Valid	Yes, definitely 絕對有	3858	41.8	93.4	93.4
	Yes, to some extent 某一程度上有	198	2.1	4.8	98.2
	No 沒有	74	0.8	1.8	100.0
	Total	4130	44.7	100.0	
Missing	System	5099	55.3		
Total		9229	100.0		

Answered by all respondents who experienced pain

Information on Leaving Hospital 出院時提供的資訊 (Q13 - Q16)

Q13. Were you told in clear and understandable way on how to take your medication?

醫護人員有沒有清楚教你而使你明白怎樣服藥？

		Frequency	%	Valid %	Cumulative %
Valid	Yes, completely 有，十分清楚	6903	74.8	91.8	91.8
	Yes, to some extent 有，某程度上	423	4.6	5.6	97.4
	No 沒有	193	2.1	2.6	100.0
Total		7519	81.5	100.0	
I did not need to be told how to take my medication 我無需他人教我怎樣服藥		346	3.7		
Total		7865	85.2		
Missing	System	1364	14.8		
Total		9229	100.0		

Answered by all respondents

Q14. Did a member of staff tell you about medication side effects to watch for when you went home?

醫護人員有沒有告訴你藥物的副作用？

		Frequency	%	Valid %	Cumulative %
Valid	Yes, completely 有，十分清楚	3280	35.5	44.6	44.6
	Yes, to some extent 有，某程度上	1394	15.1	19.0	63.6
	No 沒有	2675	29.0	36.4	100.0
Total		7350	79.6	100.0	
I did not need an explanation 我並不需要他人解釋		515	5.6		
Total		7865	85.2		
Missing	System	1364	14.8		
Total		9229	100.0		

Answered by all respondents

Q15. Did a member of staff tell you about any danger signals you should watch for after you went home?

醫護人員有沒有告訴你回家後仍小心注意什麼危險徵狀？

		Frequency	%	Valid %	Cumulative %
Valid	Yes, completely 有，十分清楚	4075	44.2	46.6	46.6
	Yes, to some extent 有，某程度上	2090	22.6	23.9	70.5
	No 沒有	2582	28.0	29.5	100.0
Total		8747	94.8	100.0	
It was not necessary 並沒有這個需要		482	5.2		
Total		9229	100.0		

Answered by all respondents

Q16. Did the doctors or nurses give your family or someone close to you all the information they needed in your care and recovery?

醫生或護士有沒有向你家人或照顧你的人提供有關的資料去幫助你康復/照顧你？

		Frequency	%	Valid %	Cumulative %
Valid	Yes, definitely 絕對有	2160	23.4	30.5	30.5
	Yes, to some extent 某程度上有	2008	21.8	28.4	58.9
	No 沒有	2908	31.5	41.1	100.0
	Total	7075	76.7	100.0	
	No family or friends were involved 沒有家人或親友參與	1337	14.5		
	My family or friends did not want or need information 我的家人或親友並無需要他人 提供資料	816	8.8		
Total		9229	100.0		

Answered by all respondents

Overall Impression 整體印象 (Q17 - Q22)

Q17. Overall, did you feel you were treated with respect and dignity while you were in hospital?

總括而言，你覺得住院期間有沒有受到尊重？

		Frequency	%	Valid %	Cumulative %
Valid	Yes, always 一直都有	8458	91.6	91.6	91.6
	Yes, sometimes 有時候有	663	7.2	7.2	98.8
	No 沒有	108	1.2	1.2	100.0
Total		9229	100.0	100.0	

Answered by all respondents

Q18. How would you rate the care you received from the doctors?

你怎樣評價醫生對你的治理？

		Frequency	%	Valid %	Cumulative %
Valid	Excellent / Very Good 非常好	633	6.9	6.9	6.9
	Good 好	6597	71.5	71.5	78.3
	Fair 一般	1846	20.0	20.0	98.3
	Poor 差	126	1.4	1.4	99.7
	Very poor 非常差	20	0.2	0.2	99.9
	Don't know / Can't remember 不知道／記不起	6	0.1	0.1	100.0
	Total	9229	100.0	100.0	

Answered by all respondents

Q19. How would you rate the care you received from the nurses?

你怎樣評價護士對你的護理 / 照顧？

		Frequency	%	Valid %	Cumulative %
Valid	Excellent / Very Good 非常好	571	6.2	6.2	6.2
	Good 好	6987	75.7	75.7	81.9
	Fair 一般	1533	16.6	16.6	98.5
	Poor 差	131	1.4	1.4	99.9
	Very poor 非常差	8	0.1	0.1	100.0
Total		9229	100.0	100.0	

Answered by all respondents

Q20. How would you rate the care you received from the healthcare assistants?

你怎樣評價醫護助理對你的護理 / 照顧？

		Frequency	%	Valid %	Cumulative %
Valid	Excellent / Very Good 非常好	464	5.0	5.0	5.0
	Good 好	6684	72.4	72.4	77.5
	Fair 一般	1817	19.7	19.7	97.1
	Poor 差	227	2.5	2.5	99.6
	Very poor 非常差	34	0.4	0.4	100.0
	Don't know / Can't remember 不知道 / 記不起	3	0.0	0.0	100.0
Total		9229	100.0	100.0	

Answered by all respondents

Q21. Overall, how would you rate the care you received?

整體而言，你對你接受的診治及護理成績怎樣？

		Frequency	%	Valid %	Cumulative %
Valid	Excellent / Very Good 非常好	465	5.0	5.0	5.0
	Good 好	6636	71.9	71.9	76.9
	Fair 一般	1936	21.0	21.0	97.9
	Poor 差	165	1.8	1.8	99.7
	Very poor 非常差	18	0.2	0.2	99.9
	Don't know / Can't remember 不知道 / 記不起	8	0.1	0.1	100.0
Total		9229	100.0	100.0	

Answered by all respondents

Q22. Overall, how would you rate the inpatient experience, scores ranging from 0 (very poor experience) to 10 (very good experience). What was your score?

如果要你對整體住院經驗作出一個總評分，由 0(非常差的住院經驗) 到 10 (非常好的住院經驗)分，請問你會給予多少分？

		Frequency	%	Valid %	Cumulative %
Valid	10	873	9.5	9.5	9.5
	9	1641	17.8	17.8	27.2
	8	3334	36.1	36.1	63.4
	7	2109	22.9	22.9	86.2
	6	851	9.2	9.2	95.4
	5	293	3.2	3.2	98.6
	4	48	0.5	0.5	99.1
	3	36	0.4	0.4	99.5
	2	20	0.2	0.2	99.7
	1	6	0.1	0.1	99.8
	0	17	0.2	0.2	100.0
	Don't know / Can't remember 不知道／記不起	3	0.0	0.0	100.0
Total		9229	100.0	100.0	

Answered by all respondents

Appendix E

附件 E

Calculated Scores of Evaluative Questions

評估問題的計算評分

**Range: Difference between the highest score and the lowest score among 25 HA hospitals*

**範圍：25 間醫管局轄下醫院當中最高分與最低分的差距*

		Overall 整體評分			
No. 題號	Question 題目	Mean Score 平均分	Lowest Score 最低分	Highest Score 最高分	Range* 範圍*
Hospital Staff 醫護人員					
Q3	When you had important questions to ask a doctor , did your doctor provide a clear and understandable answer to you? 當你有 重要問題問醫生 的時候，醫生有沒有向你提供 清楚及使你明白 的答案？	8.8	8.1	9.4	1.3
Q4	Did you have confidence and trust in the doctors treating you? 你對診治你的 醫生 有沒有 信心 ？	9.3	8.9	9.8	0.9
Q5	When you had important questions to ask a nurse , did the nurse provide a clear and understandable answer to you? 當你有 重要問題問護士 的時候，護士有沒有向你提供 清楚及使你明白 的答案？	9.0	8.1	9.4	1.3
Q6	Did you have confidence and trust in the nurses treating you? 你對照顧你的 護士 有沒有 信心 ？	9.4	8.9	9.9	1.0
Patient Care and Treatment 病人的護理及治療					
Q7	Were you told the detailed aspects of your condition, treatment, operation or procedure and its results in a way you could understand ? 醫護人員有沒有向你 詳細解釋及使你明白 你的情況、治療 / 手術的過程或結果？	8.1	6.6	9.7	3.1
Q8	If your family or someone else close to you wanted to talk to a doctor , did they have enough opportunity to do so ? 假如你 家人或照顧你的人 希望與醫生交談，他們會不會有 足夠機會 這樣做？	7.0	5.9	9.0	3.1
Q9	Whenever you got worries or fears about your illness or the treatment, did the healthcare workers discuss / comfort you about your condition? 如果你對自己的病情或治療有 焦慮或恐懼 的時候，醫護人員有沒有就你的情況同你 討論 / 安撫 你？	7.3	5.6	9.4	3.8
Q10	Were you given enough privacy when discussing your condition, treatment or procedure? 當醫護人員討論你的病情、治療或手術程序時，有沒有充分顧及你的 私隱 ？	8.4	4.2	9.5	5.3
Q12	Did you think the hospital staff have done everything they could to help control your pain ? 你覺得醫護人員有沒有盡力去幫助你減輕 痛楚 ？	9.4	7.3	9.9	2.6

		Overall 整體評分			
No. 題號	Question 題目	Mean Score 平均分	Lowest Score 最低分	Highest Score 最高分	Range* 範圍*
Information on Leaving Hospital 出院時提供的資訊					
Q13	Were you told in clear and understandable way on how to take your medication ? 醫護人員有沒有 清楚 教你而使你明白怎樣服藥？	9.5	9.0	9.9	0.9
Q14	Did a member of staff tell you about medication side effects to watch for when you went home? 醫護人員有沒有告訴你藥物的副作用？	5.4	3.9	6.8	2.9
Q15	Did a member of staff tell you about any danger signals you should watch for after you went home ? 醫護人員有沒有告訴你回家後仍小心注意什麼危險徵狀？	6.0	4.7	7.2	2.5
Q16	Did the doctors or nurses give your family or someone close to you all the information they needed in your care and recovery ? 醫生或護士有沒有向你家人或照顧你的人提供有關的資料去幫助你康復/照顧你？	4.6	0.6	7.1	6.5
Overall Impression 整體印象					
Q17	Overall, did you feel you were treated with respect and dignity while you were in hospital? 總括而言，你覺得住院期間有沒有 受到尊重 ？	9.5	9.1	9.9	0.8
Q18	How would you rate the care you received from the doctors ? 你怎樣 評價 醫生對你的 治理 ？	7.1	6.7	7.7	1.0
Q19	How would you rate the care you received from the nurses ? 你怎樣 評價 護士對你的 護理/照顧 ？	7.2	6.7	7.7	1.0
Q20	How would you rate the care you received from the healthcare assistants ? 你怎樣 評價 醫護助理對你的 護理/照顧 ？	7.0	6.3	7.7	1.4
Q21	Overall, how would you rate the care you received ? 整體而言，你對你接受的 診治及護理成績 怎樣？	7.0	6.5	7.7	1.2
Q22	Overall , how would you rate the inpatient experience , scores ranging from 0 (very poor experience) to 10 (very good experience). What was your score? 如果要你對 整體住院經驗 作出一個總評分，由0(非常差的住院經驗)到10(非常好的住院經驗)分，請問你會給予多少分？	7.8	7.5	8.2	0.7

Appendix F

附件 F

Scores of Individual Hospitals

(In order: HKEC, HKWC, KCC, KEC, KWC, NTEC and NTWC)

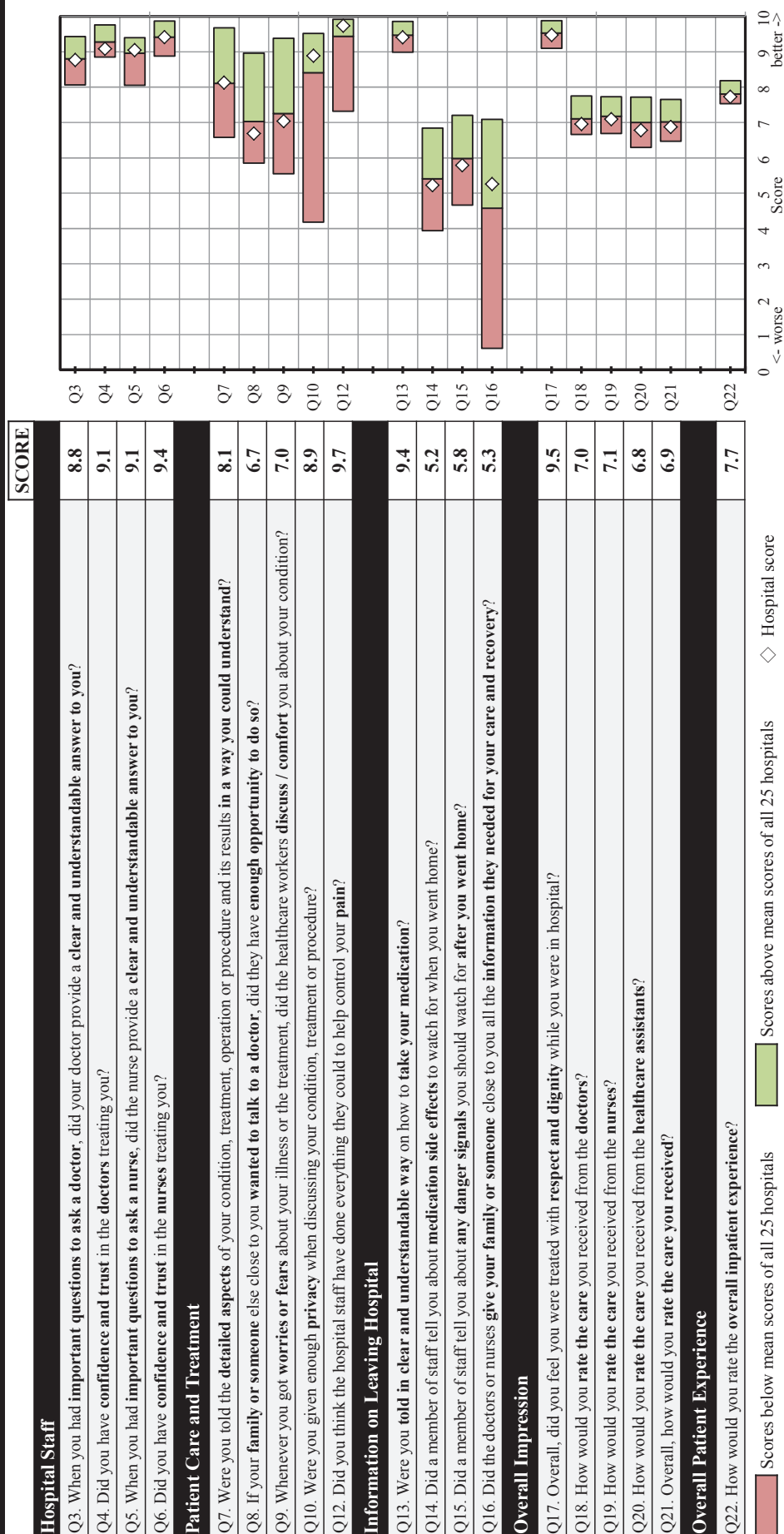
每間醫院的評分

(依次為：港島東聯網、港島西聯網、九龍中聯網、九龍東聯網、九龍西聯網、新界東聯網及新界西聯網)

Hong Kong East Cluster (HKEC)

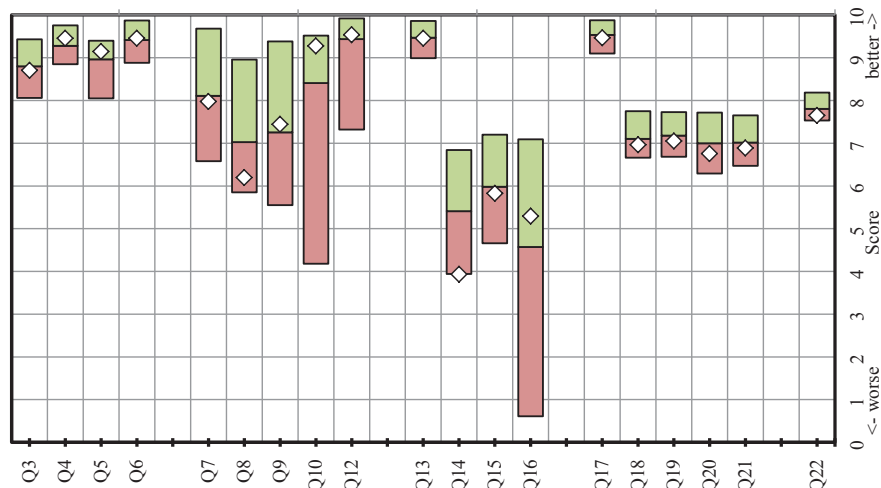
	Overall			HKEC			
	L	MEAN	H	(range)	PYNEH	RHTSK	TWEH
Hospital Staff							
Q3. When you had important questions to ask a doctor, did your doctor provide a clear and understandable answer to you?	8.1	8.8	9.4	1.3	8.8	8.7	8.8
Q4. Did you have confidence and trust in the doctors treating you?	8.9	9.3	9.8	0.9	9.1	9.5	9.5
Q5. When you had important questions to ask a nurse, did the nurse provide a clear and understandable answer to you?	8.1	9.0	9.4	1.3	9.1	9.2	9.0
Q6. Did you have confidence and trust in the nurses treating you?	8.9	9.4	9.9	1.0	9.4	9.5	9.4
Patient Care and Treatment							
Q7. Were you told the detailed aspects of your condition, treatment, operation or procedure and its results in a way you could understand?	6.6	8.1	9.7	3.1	8.1	8.0	8.7
Q8. If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so?	5.9	7.0	9.0	3.1	6.7	6.2	7.5
Q9. Whenever you got worries or fears about your illness or the treatment, did the healthcare workers discuss / comfort you about your condition?	5.6	7.3	9.4	3.8	7.0	7.5	7.9
Q10. Were you given enough privacy when discussing your condition, treatment or procedure?	4.2	8.4	9.5	5.3	8.9	9.3	9.0
Q12. Did you think the hospital staff have done everything they could to help control your pain?	7.3	9.4	9.9	2.6	9.7	9.5	9.7
Information on Leaving Hospital							
Q13. Were you told in clear and understandable way on how to take your medication?	9.0	9.5	9.9	0.9	9.4	9.5	9.7
Q14. Did a member of staff tell you about medication side effects to watch for when you went home?	3.9	5.4	6.8	2.9	5.2	3.9	6.6
Q15. Did a member of staff tell you about any danger signals you should watch for after you went home?	4.7	6.0	7.2	2.5	5.8	5.8	7.1
Q16. Did the doctors or nurses give your family or someone close to you all the information they needed for your care and recovery?	0.6	4.6	7.1	6.5	5.3	5.3	7.1
Overall Impression							
Q17. Overall, did you feel you were treated with respect and dignity while you were in hospital?	9.1	9.5	9.9	0.8	9.5	9.5	9.8
Q18. How would you rate the care you received from the doctors?	6.7	7.1	7.7	1.0	7.0	7.0	7.3
Q19. How would you rate the care you received from the nurses?	6.7	7.2	7.7	1.0	7.1	7.1	7.4
Q20. How would you rate the care you received from the healthcare assistants?	6.3	7.0	7.7	1.4	6.8	6.8	7.1
Q21. Overall, how would you rate the care you received?	6.5	7.0	7.7	1.2	6.9	6.9	7.3
Overall Patient Experience							
Q22. How would you rate the overall inpatient experience?	7.5	7.8	8.2	0.7	7.7	7.7	8.1

HKEC - PYNEH

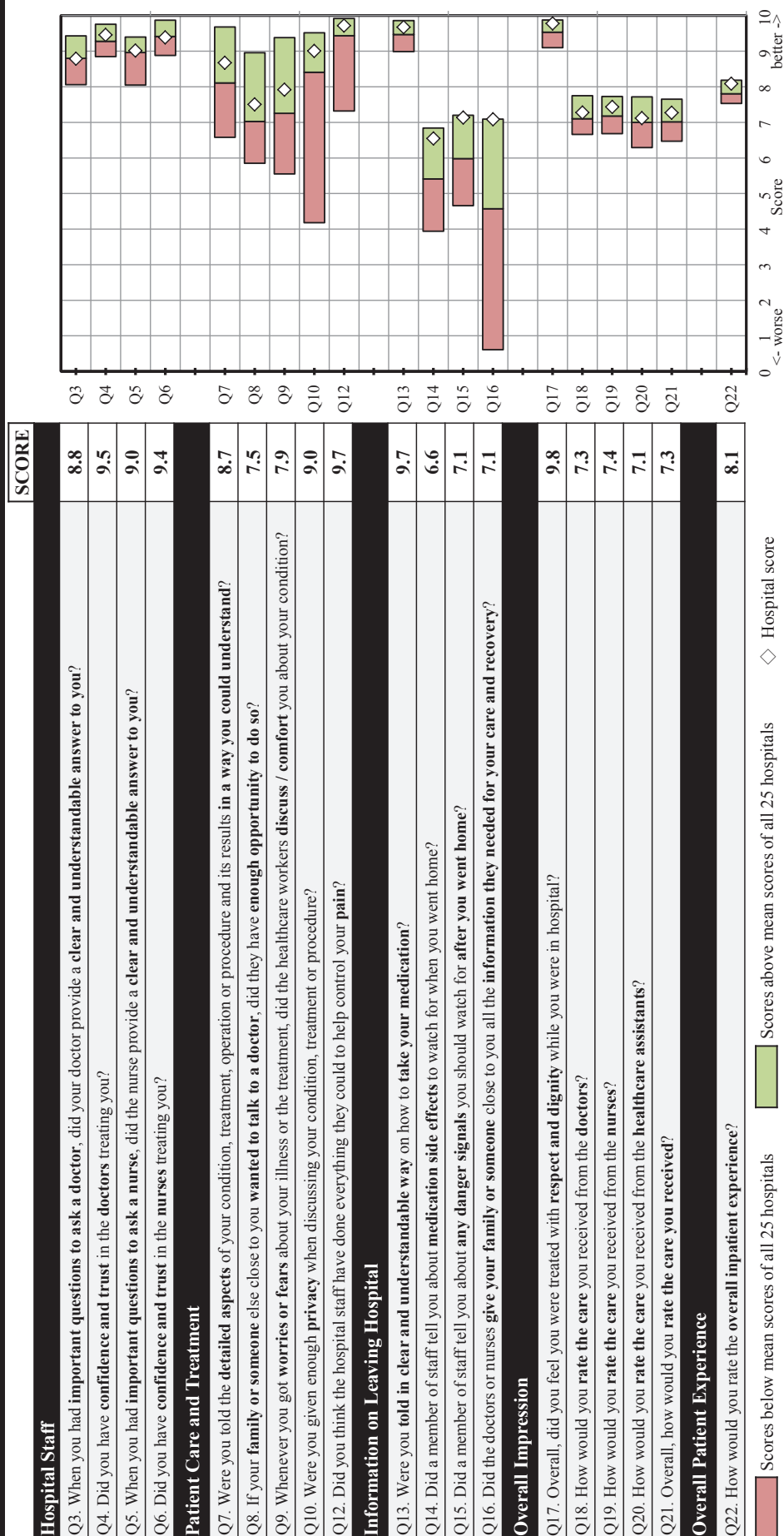


HKEC - RHTSK

	SCORE
Hospital Staff	
Q3. When you had important questions to ask a doctor, did your doctor provide a clear and understandable answer to you?	8.7
Q4. Did you have confidence and trust in the doctors treating you?	9.5
Q5. When you had important questions to ask a nurse, did the nurse provide a clear and understandable answer to you?	9.2
Q6. Did you have confidence and trust in the nurses treating you?	9.5
Patient Care and Treatment	
Q7. Were you told the detailed aspects of your condition, treatment, operation or procedure and its results in a way you could understand?	8.0
Q8. If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so?	6.2
Q9. Whenever you got worries or fears about your illness or the treatment, did the healthcare workers discuss / comfort you about your condition?	7.5
Q10. Were you given enough privacy when discussing your condition, treatment or procedure?	9.3
Q12. Did you think the hospital staff have done everything they could to help control your pain?	9.5
Information on Leaving Hospital	
Q13. Were you told in clear and understandable way on how to take your medication?	9.5
Q14. Did a member of staff tell you about medication side effects to watch for when you went home?	3.9
Q15. Did a member of staff tell you about any danger signals you should watch for after you went home?	5.8
Q16. Did the doctors or nurses give your family or someone close to you all the information they needed for your care and recovery?	5.3
Overall Impression	
Q17. Overall, did you feel you were treated with respect and dignity while you were in hospital?	9.5
Q18. How would you rate the care you received from the doctors?	7.0
Q19. How would you rate the care you received from the nurses?	7.1
Q20. How would you rate the care you received from the healthcare assistants?	6.8
Q21. Overall, how would you rate the care you received?	6.9
Overall Patient Experience	
Q22. How would you rate the overall inpatient experience?	7.7



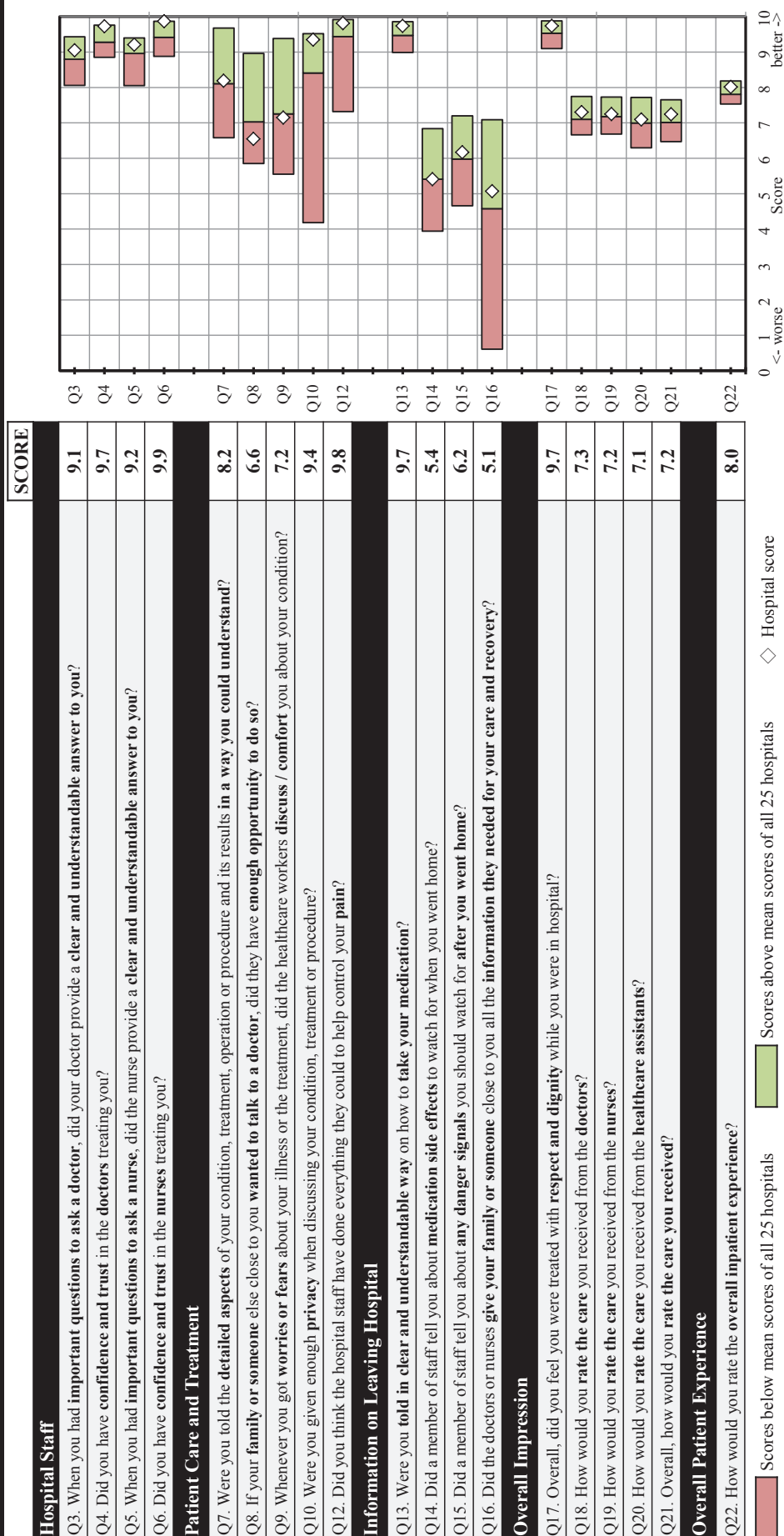
HKEC - TWEH



Hong Kong West Cluster (HKWCC)

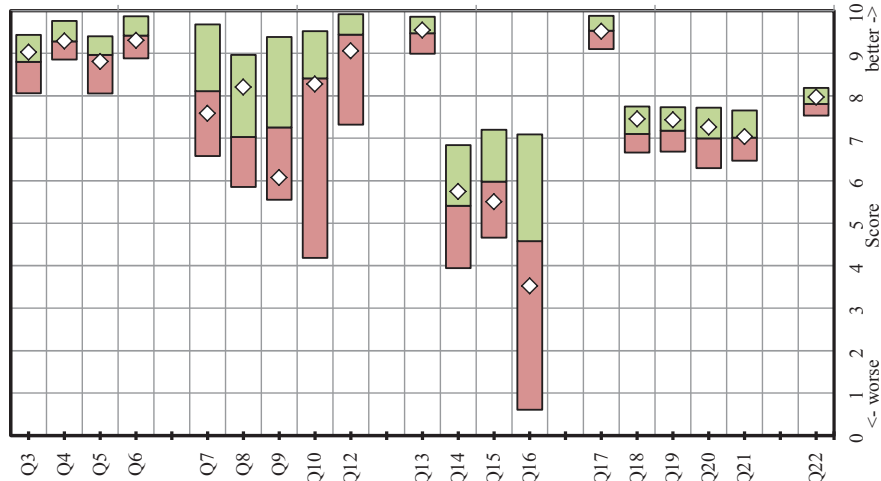
	Overall				HKWCC		
	L	MEAN	H	(range)	GH	QMH	TWH
Hospital Staff							
Q3. When you had important questions to ask a doctor, did your doctor provide a clear and understandable answer to you?	8.1	8.8	9.4	1.3	9.1	9.0	9.2
Q4. Did you have confidence and trust in the doctors treating you?	8.9	9.3	9.8	0.9	9.7	9.3	9.5
Q5. When you had important questions to ask a nurse, did the nurse provide a clear and understandable answer to you?	8.1	9.0	9.4	1.3	9.2	8.8	9.4
Q6. Did you have confidence and trust in the nurses treating you?	8.9	9.4	9.9	1.0	9.9	9.3	9.6
Patient Care and Treatment							
Q7. Were you told the detailed aspects of your condition, treatment, operation or procedure and its results in a way you could understand?	6.6	8.1	9.7	3.1	8.2	7.6	8.4
Q8. If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so?	5.9	7.0	9.0	3.1	6.6	8.2	6.9
Q9. Whenever you got worries or fears about your illness or the treatment, did the healthcare workers discuss / comfort you about your condition?	5.6	7.3	9.4	3.8	7.2	6.1	7.8
Q10. Were you given enough privacy when discussing your condition, treatment or procedure?	4.2	8.4	9.5	5.3	9.4	8.3	9.5
Q12. Did you think the hospital staff have done everything they could to help control your pain?	7.3	9.4	9.9	2.6	9.8	9.1	9.9
Information on Leaving Hospital							
Q13. Were you told in clear and understandable way on how to take your medication?	9.0	9.5	9.9	0.9	9.7	9.6	9.8
Q14. Did a member of staff tell you about medication side effects to watch for when you went home?	3.9	5.4	6.8	2.9	5.4	5.8	5.6
Q15. Did a member of staff tell you about any danger signals you should watch for after you went home?	4.7	6.0	7.2	2.5	6.2	5.5	6.9
Q16. Did the doctors or nurses give your family or someone close to you all the information they needed for your care and recovery?	0.6	4.6	7.1	6.5	5.1	3.5	6.0
Overall Impression							
Q17. Overall, did you feel you were treated with respect and dignity while you were in hospital?	9.1	9.5	9.9	0.8	9.7	9.5	9.6
Q18. How would you rate the care you received from the doctors?	6.7	7.1	7.7	1.0	7.3	7.5	7.1
Q19. How would you rate the care you received from the nurses?	6.7	7.2	7.7	1.0	7.2	7.4	7.2
Q20. How would you rate the care you received from the healthcare assistants?	6.3	7.0	7.7	1.4	7.1	7.3	6.9
Q21. Overall, how would you rate the care you received?	6.5	7.0	7.7	1.2	7.2	7.0	7.1
Overall Patient Experience							
Q22. How would you rate the overall inpatient experience?	7.5	7.8	8.2	0.7	8.0	8.0	7.9

HKWC - GH

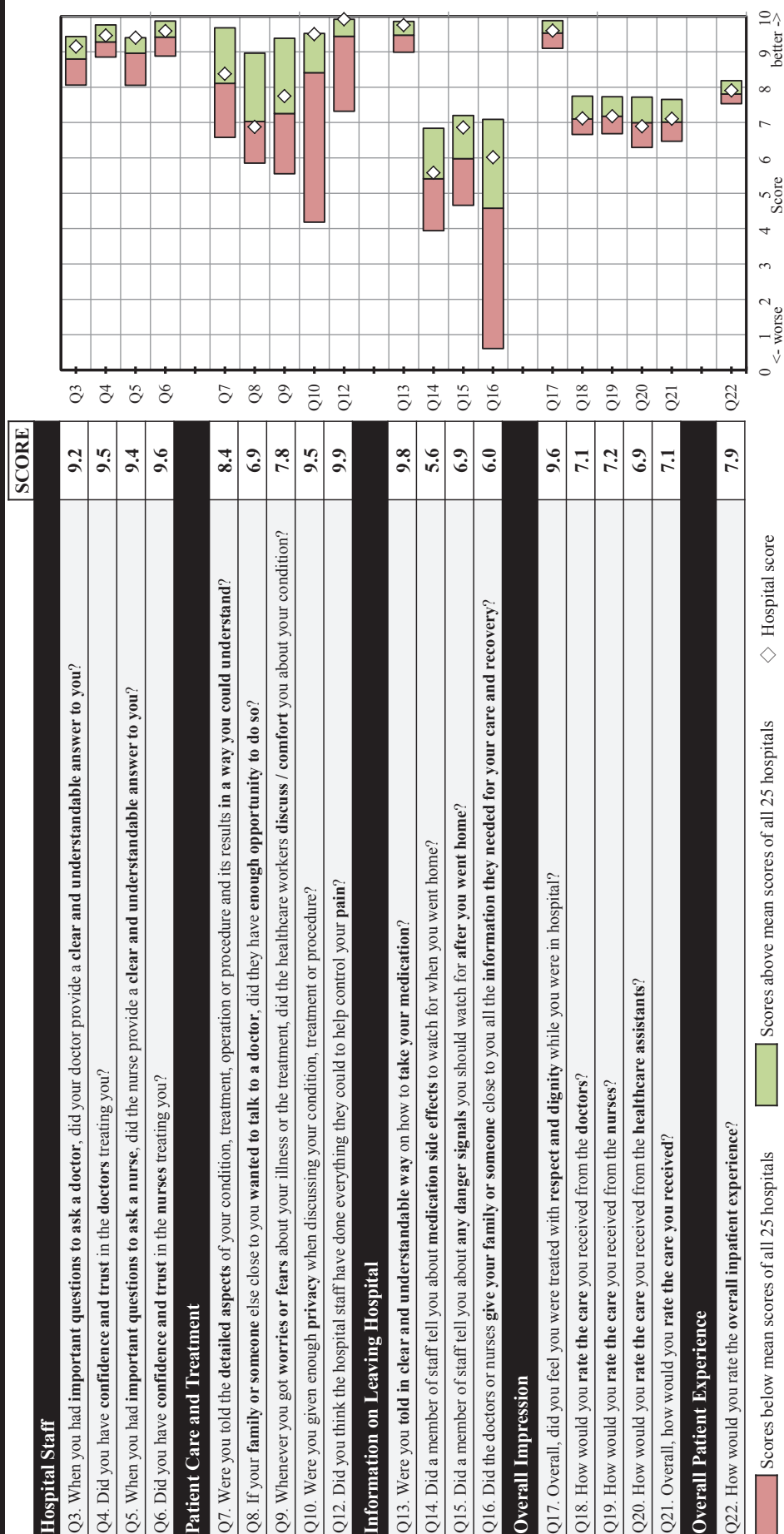


HKWC - QMH

	SCORE
Hospital Staff	
Q3. When you had important questions to ask a doctor, did your doctor provide a clear and understandable answer to you?	9.0
Q4. Did you have confidence and trust in the doctors treating you?	9.3
Q5. When you had important questions to ask a nurse, did the nurse provide a clear and understandable answer to you?	8.8
Q6. Did you have confidence and trust in the nurses treating you?	9.3
Patient Care and Treatment	
Q7. Were you told the detailed aspects of your condition, treatment, operation or procedure and its results in a way you could understand?	7.6
Q8. If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so?	8.2
Q9. Whenever you got worries or fears about your illness or the treatment, did the healthcare workers discuss / comfort you about your condition?	6.1
Q10. Were you given enough privacy when discussing your condition, treatment or procedure?	8.3
Q12. Did you think the hospital staff have done everything they could to help control your pain?	9.1
Information on Leaving Hospital	
Q13. Were you told in clear and understandable way on how to take your medication?	9.6
Q14. Did a member of staff tell you about medication side effects to watch for when you went home?	5.8
Q15. Did a member of staff tell you about any danger signals you should watch for after you went home?	5.5
Q16. Did the doctors or nurses give your family or someone close to you all the information they needed for your care and recovery?	3.5
Overall Impression	
Q17. Overall, did you feel you were treated with respect and dignity while you were in hospital?	9.5
Q18. How would you rate the care you received from the doctors?	7.5
Q19. How would you rate the care you received from the nurses?	7.4
Q20. How would you rate the care you received from the healthcare assistants?	7.3
Q21. Overall, how would you rate the care you received?	7.0
Overall Patient Experience	
Q22. How would you rate the overall inpatient experience?	8.0



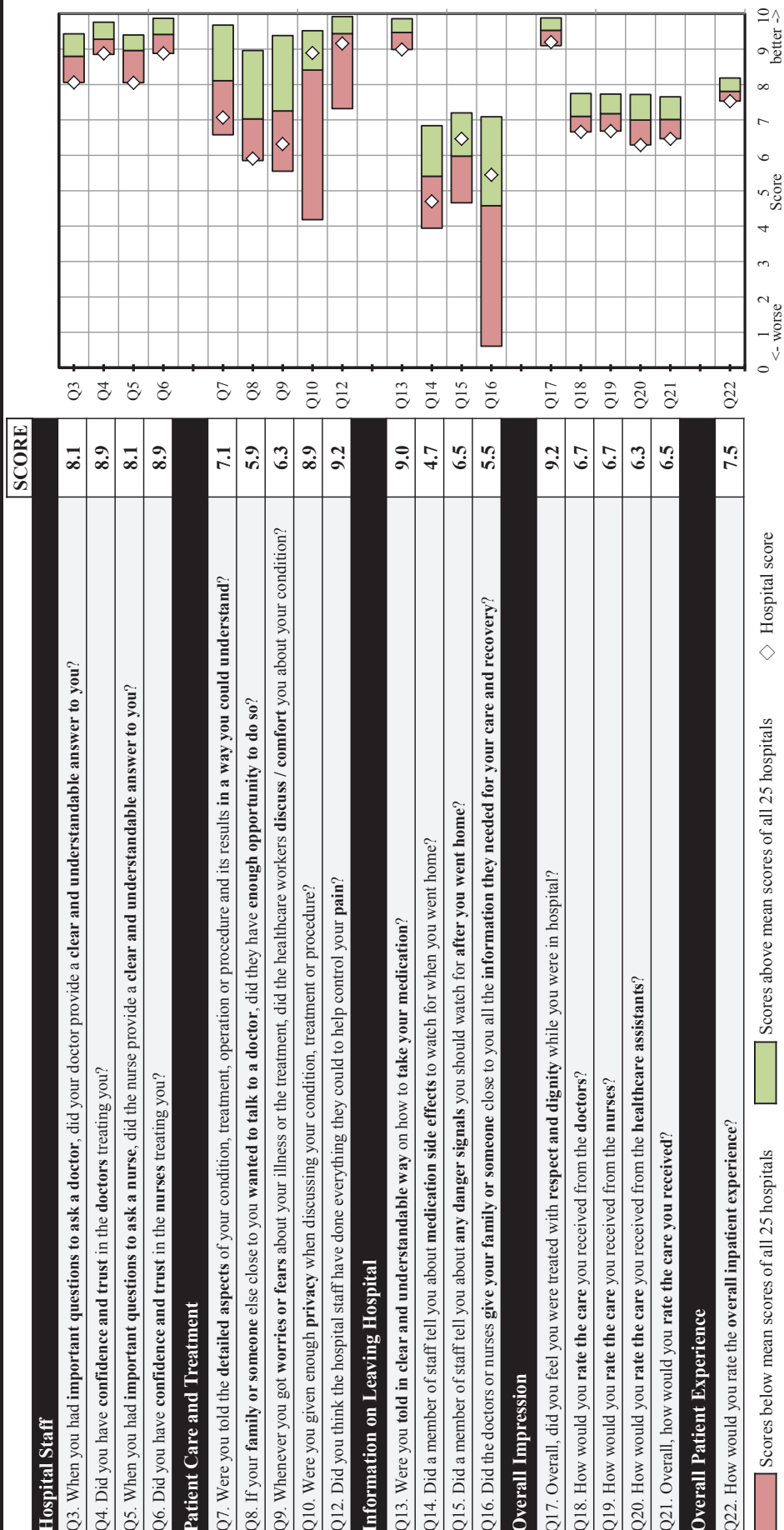
HKWC - TWH



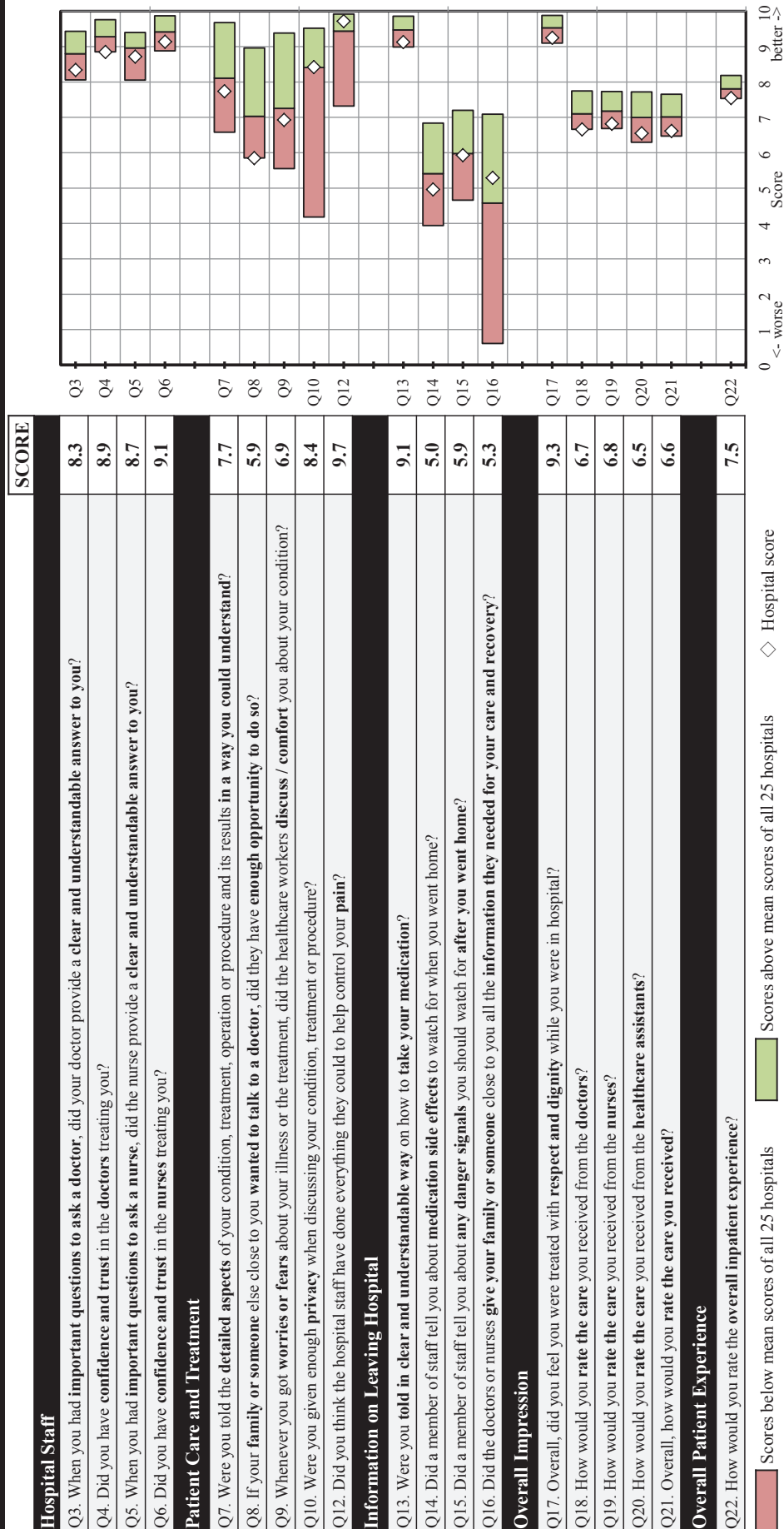
Kowloon Central Cluster (KCC)

	Overall				KCC		
	L	MEAN	H	(range)	BH	KH	QEH
Hospital Staff							
Q3. When you had important questions to ask a doctor, did your doctor provide a clear and understandable answer to you?	8.1	8.8	9.4	1.3	8.1	8.3	8.5
Q4. Did you have confidence and trust in the doctors treating you?	8.9	9.3	9.8	0.9	8.9	8.9	9.2
Q5. When you had important questions to ask a nurse, did the nurse provide a clear and understandable answer to you?	8.1	9.0	9.4	1.3	8.1	8.7	8.8
Q6. Did you have confidence and trust in the nurses treating you?	8.9	9.4	9.9	1.0	8.9	9.1	9.4
Patient Care and Treatment							
Q7. Were you told the detailed aspects of your condition, treatment, operation or procedure and its results in a way you could understand?	6.6	8.1	9.7	3.1	7.1	7.7	8.2
Q8. If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so?	5.9	7.0	9.0	3.1	5.9	5.9	6.6
Q9. Whenever you got worries or fears about your illness or the treatment, did the healthcare workers discuss / comfort you about your condition?	5.6	7.3	9.4	3.8	6.3	6.9	7.0
Q10. Were you given enough privacy when discussing your condition, treatment or procedure?	4.2	8.4	9.5	5.3	8.9	8.4	8.9
Q12. Did you think the hospital staff have done everything they could to help control your pain?	7.3	9.4	9.9	2.6	9.2	9.7	9.8
Information on Leaving Hospital							
Q13. Were you told in clear and understandable way on how to take your medication?	9.0	9.5	9.9	0.9	9.0	9.1	9.4
Q14. Did a member of staff tell you about medication side effects to watch for when you went home?	3.9	5.4	6.8	2.9	4.7	5.0	5.6
Q15. Did a member of staff tell you about any danger signals you should watch for after you went home?	4.7	6.0	7.2	2.5	6.5	5.9	6.1
Q16. Did the doctors or nurses give your family or someone close to you all the information they needed for your care and recovery?	0.6	4.6	7.1	6.5	5.5	5.3	5.4
Overall Impression							
Q17. Overall, did you feel you were treated with respect and dignity while you were in hospital?	9.1	9.5	9.9	0.8	9.2	9.3	9.5
Q18. How would you rate the care you received from the doctors?	6.7	7.1	7.7	1.0	6.7	6.7	6.9
Q19. How would you rate the care you received from the nurses?	6.7	7.2	7.7	1.0	6.7	6.8	7.0
Q20. How would you rate the care you received from the healthcare assistants?	6.3	7.0	7.7	1.4	6.3	6.5	6.8
Q21. Overall, how would you rate the care you received?	6.5	7.0	7.7	1.2	6.5	6.6	6.9
Overall Patient Experience							
Q22. How would you rate the overall inpatient experience?	7.5	7.8	8.2	0.7	7.5	7.5	7.7

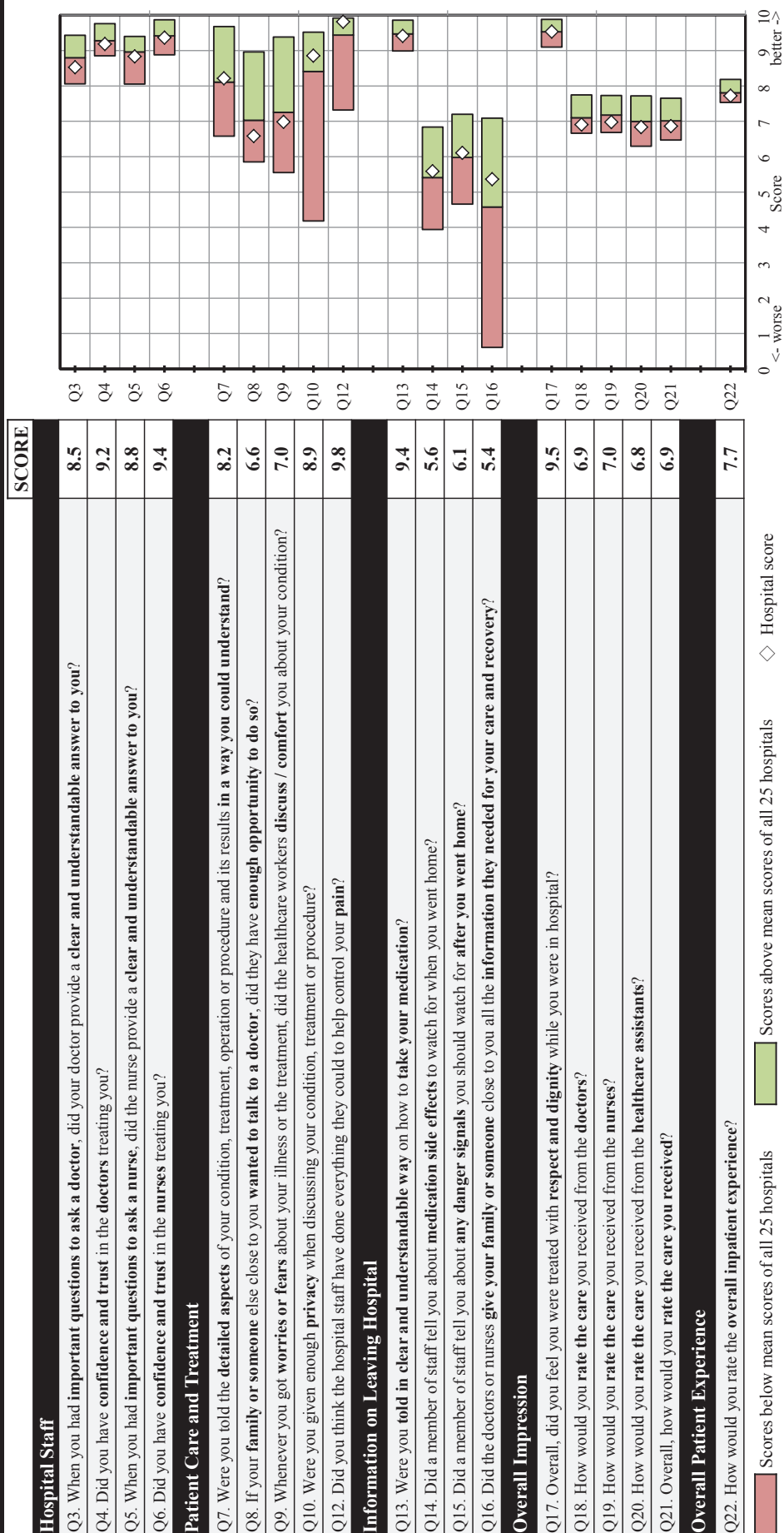
KCC - BH



KCC - KH



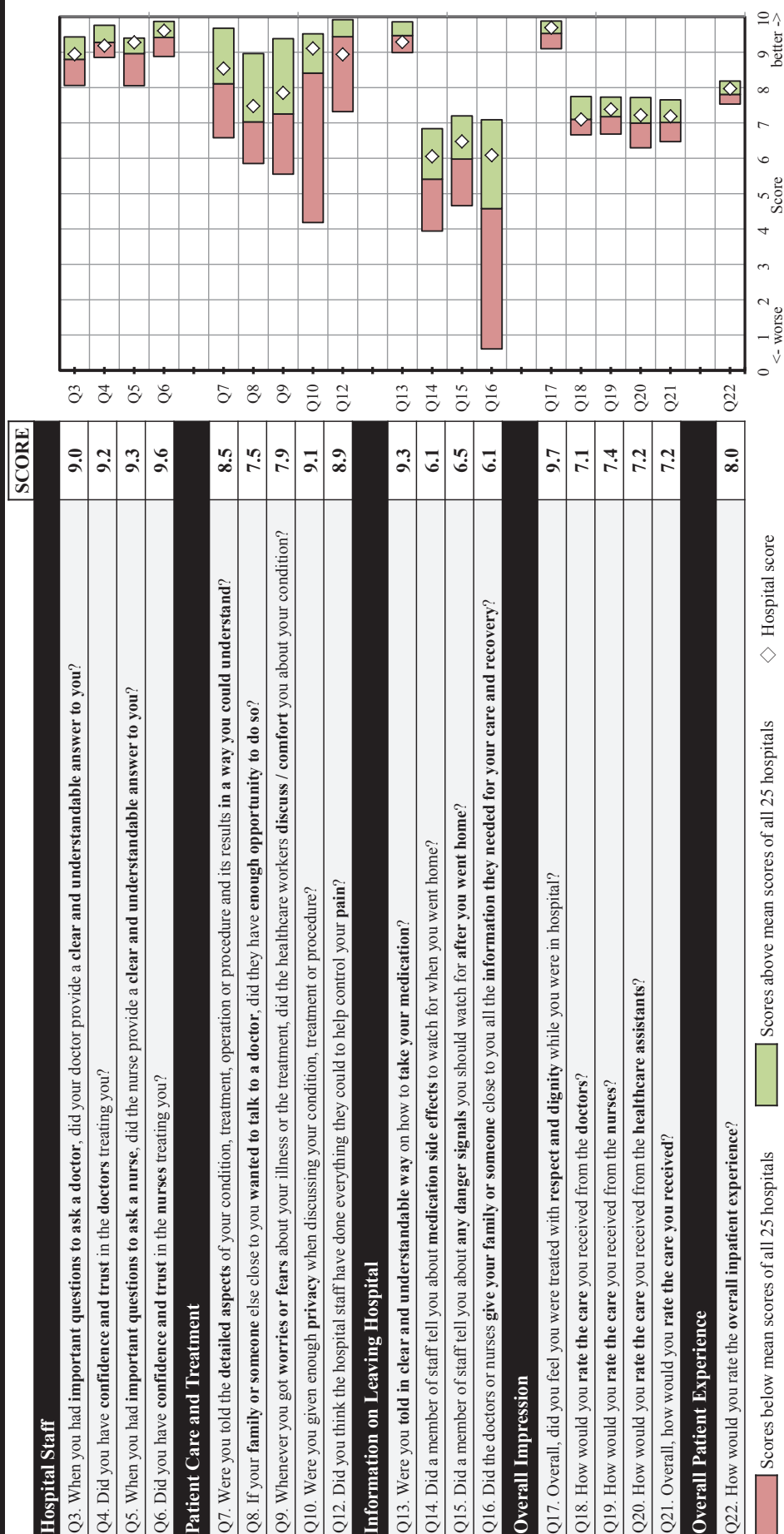
KCC - QEH



Kowloon East Cluster (KEC)

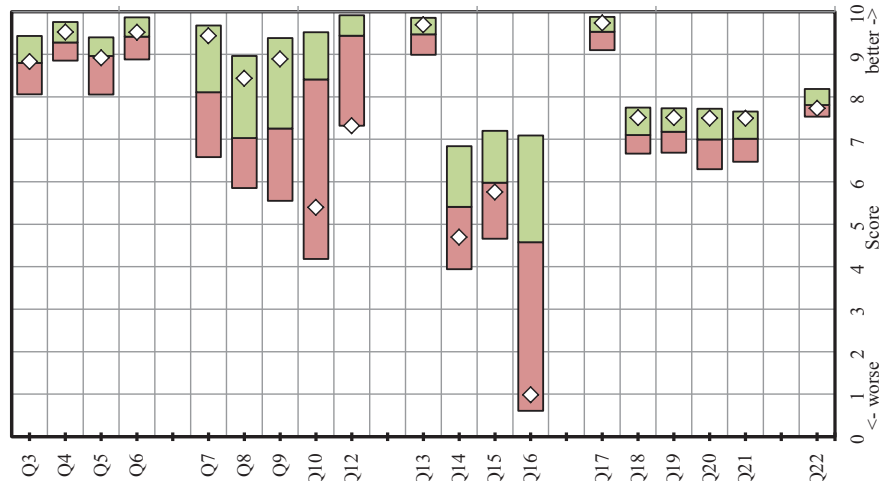
	Overall				KEC		
	L	MEAN	H	(range)	HHH	TKOH	UCH
Hospital Staff							
Q3. When you had important questions to ask a doctor, did your doctor provide a clear and understandable answer to you?	8.1	8.8	9.4	1.3	9.0	8.8	8.5
Q4. Did you have confidence and trust in the doctors treating you?	8.9	9.3	9.8	0.9	9.2	9.5	9.2
Q5. When you had important questions to ask a nurse, did the nurse provide a clear and understandable answer to you?	8.1	9.0	9.4	1.3	9.3	8.9	9.1
Q6. Did you have confidence and trust in the nurses treating you?	8.9	9.4	9.9	1.0	9.6	9.5	9.4
Patient Care and Treatment							
Q7. Were you told the detailed aspects of your condition, treatment, operation or procedure and its results in a way you could understand?	6.6	8.1	9.7	3.1	8.5	9.4	8.1
Q8. If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so?	5.9	7.0	9.0	3.1	7.5	8.4	6.1
Q9. Whenever you got worries or fears about your illness or the treatment, did the healthcare workers discuss / comfort you about your condition?	5.6	7.3	9.4	3.8	7.9	8.9	7.3
Q10. Were you given enough privacy when discussing your condition, treatment or procedure?	4.2	8.4	9.5	5.3	9.1	5.4	8.8
Q12. Did you think the hospital staff have done everything they could to help control your pain?	7.3	9.4	9.9	2.6	8.9	7.3	9.7
Information on Leaving Hospital							
Q13. Were you told in clear and understandable way on how to take your medication?	9.0	9.5	9.9	0.9	9.3	9.7	9.4
Q14. Did a member of staff tell you about medication side effects to watch for when you went home?	3.9	5.4	6.8	2.9	6.1	4.7	5.4
Q15. Did a member of staff tell you about any danger signals you should watch for after you went home?	4.7	6.0	7.2	2.5	6.5	5.8	5.9
Q16. Did the doctors or nurses give your family or someone close to you all the information they needed for your care and recovery?	0.6	4.6	7.1	6.5	6.1	1.0	5.2
Overall Impression							
Q17. Overall, did you feel you were treated with respect and dignity while you were in hospital?	9.1	9.5	9.9	0.8	9.7	9.7	9.4
Q18. How would you rate the care you received from the doctors?	6.7	7.1	7.7	1.0	7.1	7.5	6.9
Q19. How would you rate the care you received from the nurses?	6.7	7.2	7.7	1.0	7.4	7.5	7.0
Q20. How would you rate the care you received from the healthcare assistants?	6.3	7.0	7.7	1.4	7.2	7.5	6.7
Q21. Overall, how would you rate the care you received?	6.5	7.0	7.7	1.2	7.2	7.5	6.8
Overall Patient Experience							
Q22. How would you rate the overall inpatient experience?	7.5	7.8	8.2	0.7	8.0	7.7	7.6

KTC - HHH

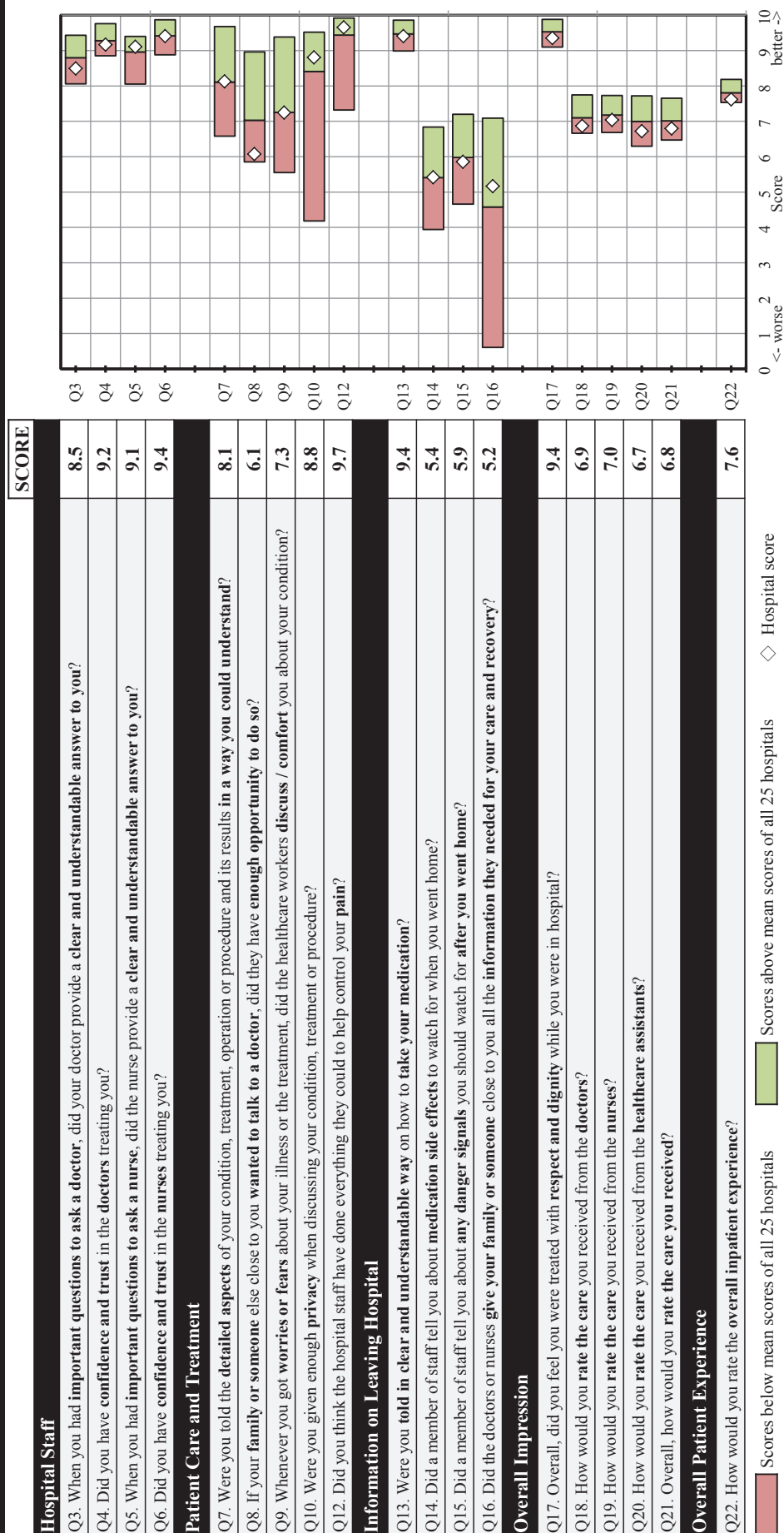


KEC - TKOH

	SCORE
Hospital Staff	
Q3. When you had important questions to ask a doctor, did your doctor provide a clear and understandable answer to you?	8.8
Q4. Did you have confidence and trust in the doctors treating you?	9.5
Q5. When you had important questions to ask a nurse, did the nurse provide a clear and understandable answer to you?	8.9
Q6. Did you have confidence and trust in the nurses treating you?	9.5
Patient Care and Treatment	
Q7. Were you told the detailed aspects of your condition, treatment, operation or procedure and its results in a way you could understand?	9.4
Q8. If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so?	8.4
Q9. Whenever you got worries or fears about your illness or the treatment, did the healthcare workers discuss / comfort you about your condition?	8.9
Q10. Were you given enough privacy when discussing your condition, treatment or procedure?	5.4
Q12. Did you think the hospital staff have done everything they could to help control your pain?	7.3
Information on Leaving Hospital	
Q13. Were you told in clear and understandable way on how to take your medication?	9.7
Q14. Did a member of staff tell you about medication side effects to watch for when you went home?	4.7
Q15. Did a member of staff tell you about any danger signals you should watch for after you went home?	5.8
Q16. Did the doctors or nurses give your family or someone close to you all the information they needed for your care and recovery?	1.0
Overall Impression	
Q17. Overall, did you feel you were treated with respect and dignity while you were in hospital?	9.7
Q18. How would you rate the care you received from the doctors?	7.5
Q19. How would you rate the care you received from the nurses?	7.5
Q20. How would you rate the care you received from the healthcare assistants?	7.5
Q21. Overall, how would you rate the care you received?	7.5
Overall Patient Experience	
Q22. How would you rate the overall inpatient experience?	7.7



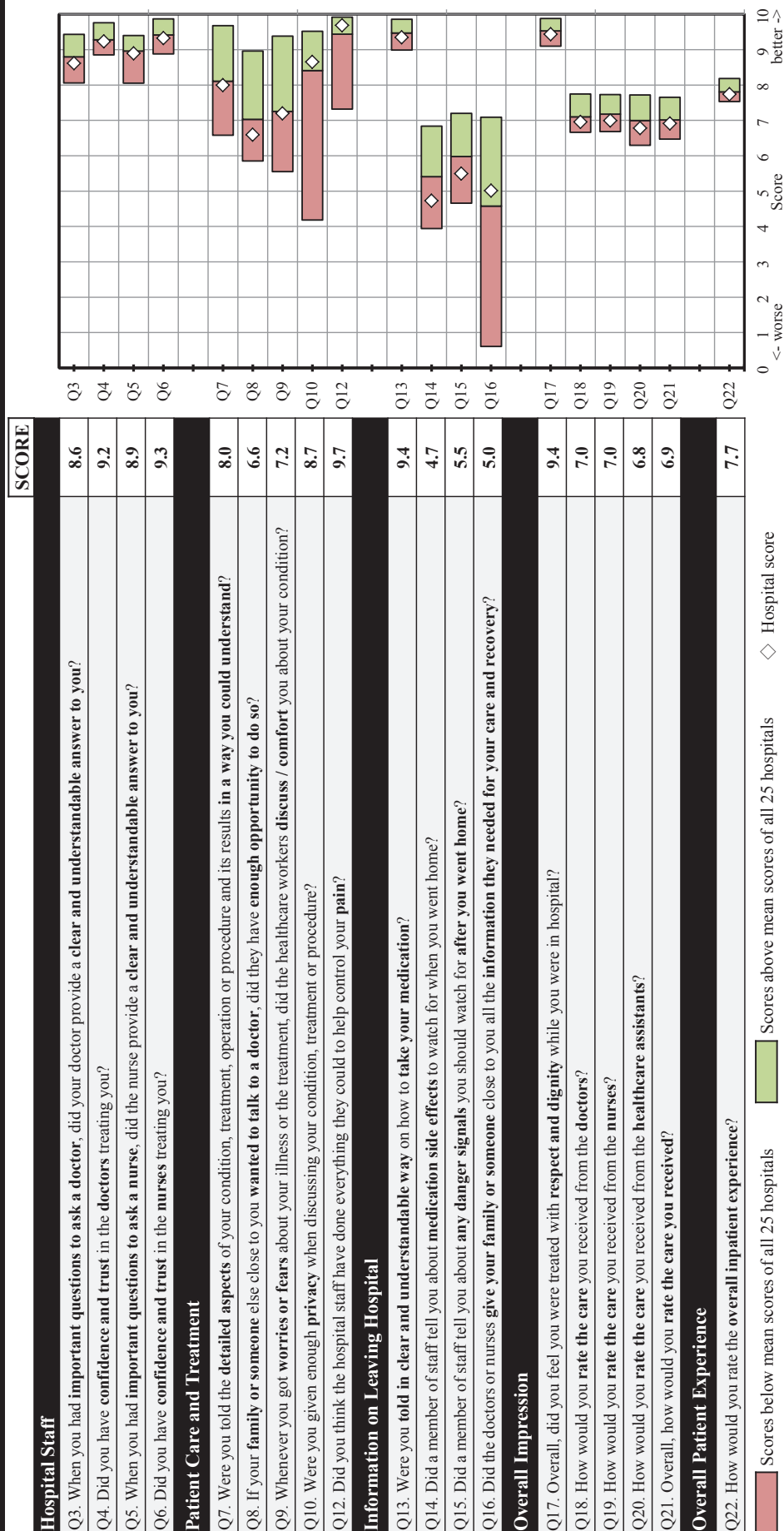
KEC - UCH



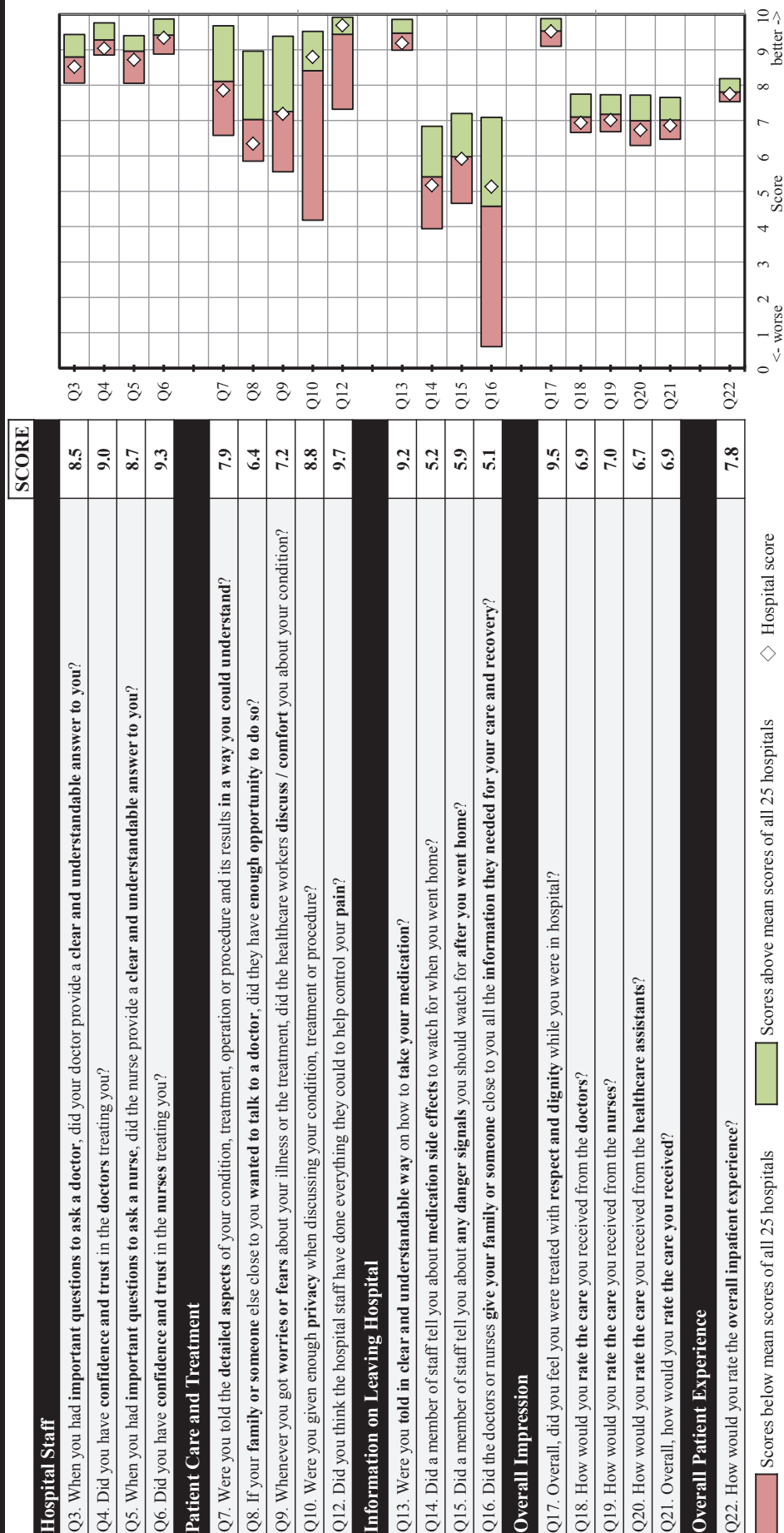
Kowloon West Cluster (KWC)

	Overall				KWC				
	L	MEAN	H	(range)	CMC	KWH	OLM	PMH	WTS
Hospital Staff									
Q3. When you had important questions to ask a doctor, did your doctor provide a clear and understandable answer to you?	8.1	8.8	9.4	1.3	8.6	8.5	9.4	9.3	8.8
Q4. Did you have confidence and trust in the doctors treating you?	8.9	9.3	9.8	0.9	9.2	9.0	9.8	9.3	9.2
Q5. When you had important questions to ask a nurse, did the nurse provide a clear and understandable answer to you?	8.1	9.0	9.4	1.3	8.9	8.7	8.7	9.2	8.5
Q6. Did you have confidence and trust in the nurses treating you?	8.9	9.4	9.9	1.0	9.3	9.3	9.6	9.3	9.4
Patient Care and Treatment									
Q7. Were you told the detailed aspects of your condition, treatment, operation or procedure and its results in a way you could understand?	6.6	8.1	9.7	3.1	8.0	7.9	9.7	8.1	9.7
Q8. If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so?	5.9	7.0	9.0	3.1	6.6	6.4	9.0	7.8	7.9
Q9. Whenever you got worries or fears about your illness or the treatment, did the healthcare workers discuss / comfort you about your condition?	5.6	7.3	9.4	3.8	7.2	7.2	8.5	5.6	9.4
Q10. Were you given enough privacy when discussing your condition, treatment or procedure?	4.2	8.4	9.5	5.3	8.7	8.8	5.6	7.7	4.2
Q12. Did you think the hospital staff have done everything they could to help control your pain?	7.3	9.4	9.9	2.6	9.7	9.7	9.3	9.4	8.6
Information on Leaving Hospital									
Q13. Were you told in clear and understandable way on how to take your medication?	9.0	9.5	9.9	0.9	9.4	9.2	9.9	9.7	9.8
Q14. Did a member of staff tell you about medication side effects to watch for when you went home?	3.9	5.4	6.8	2.9	4.7	5.2	4.7	6.8	5.6
Q15. Did a member of staff tell you about any danger signals you should watch for after you went home?	4.7	6.0	7.2	2.5	5.5	5.9	6.1	4.7	5.8
Q16. Did the doctors or nurses give your family or someone close to you all the information they needed for your care and recovery?	0.6	4.6	7.1	6.5	5.0	5.1	1.0	2.2	0.6
Overall Impression									
Q17. Overall, did you feel you were treated with respect and dignity while you were in hospital?	9.1	9.5	9.9	0.8	9.4	9.5	9.9	9.4	9.9
Q18. How would you rate the care you received from the doctors?	6.7	7.1	7.7	1.0	7.0	6.9	7.7	7.4	7.6
Q19. How would you rate the care you received from the nurses?	6.7	7.2	7.7	1.0	7.0	7.0	7.7	7.4	7.6
Q20. How would you rate the care you received from the healthcare assistants?	6.3	7.0	7.7	1.4	6.8	6.7	7.7	7.3	7.6
Q21. Overall, how would you rate the care you received?	6.5	7.0	7.7	1.2	6.9	6.9	7.7	7.3	7.6
Overall Patient Experience									
Q22. How would you rate the overall inpatient experience?	7.5	7.8	8.2	0.7	7.7	7.8	8.2	7.9	7.7

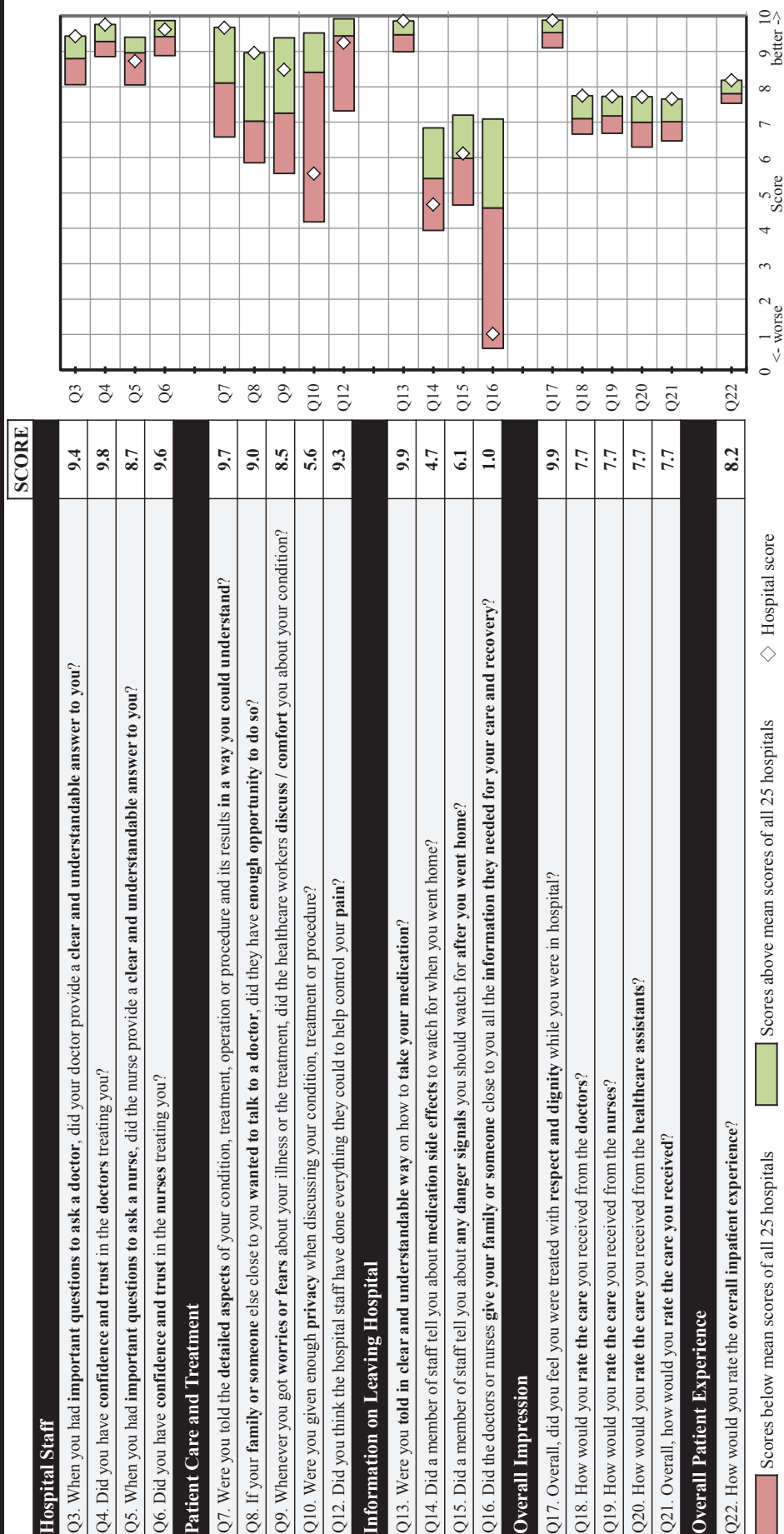
KWC - CMC



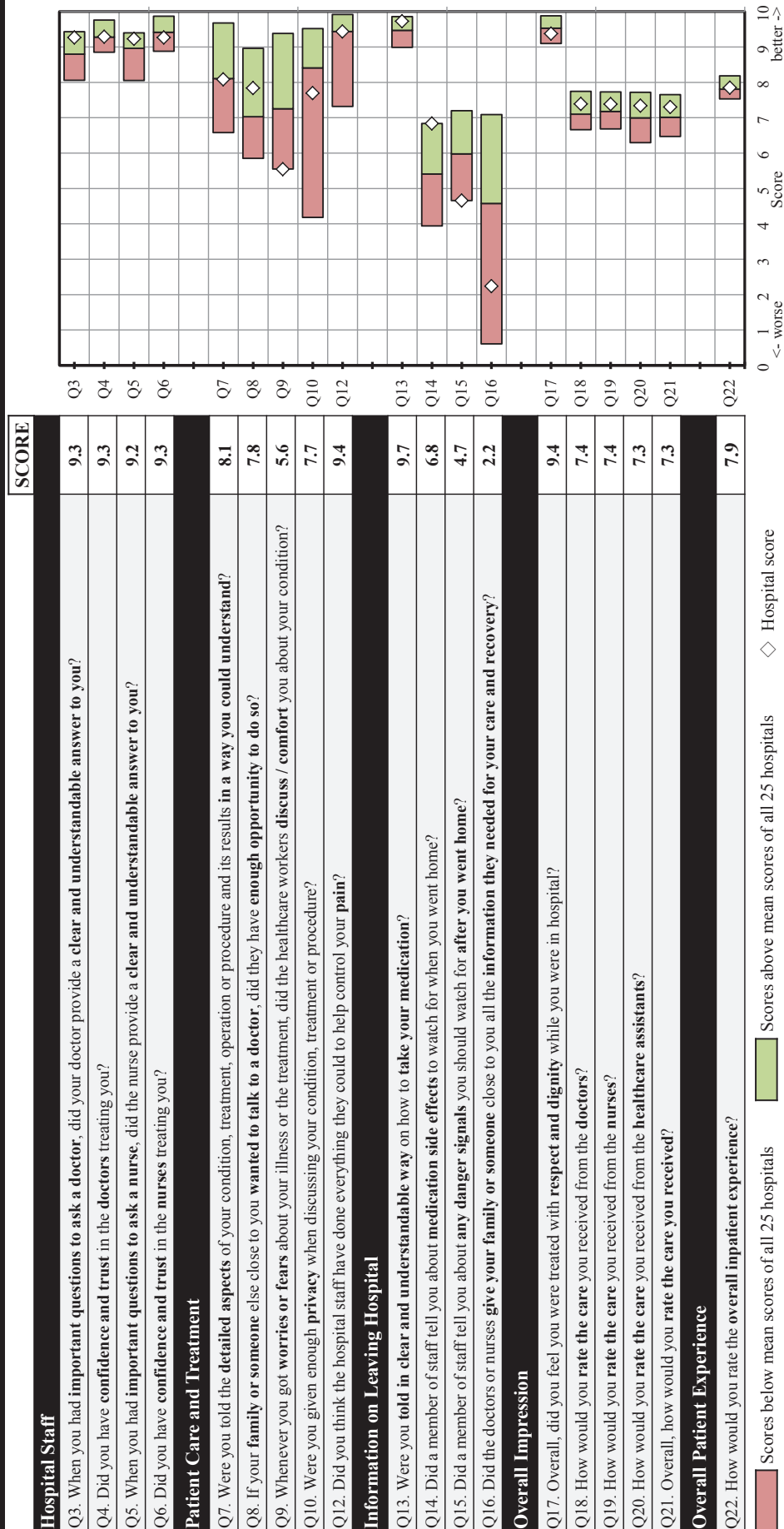
KWC - KWH



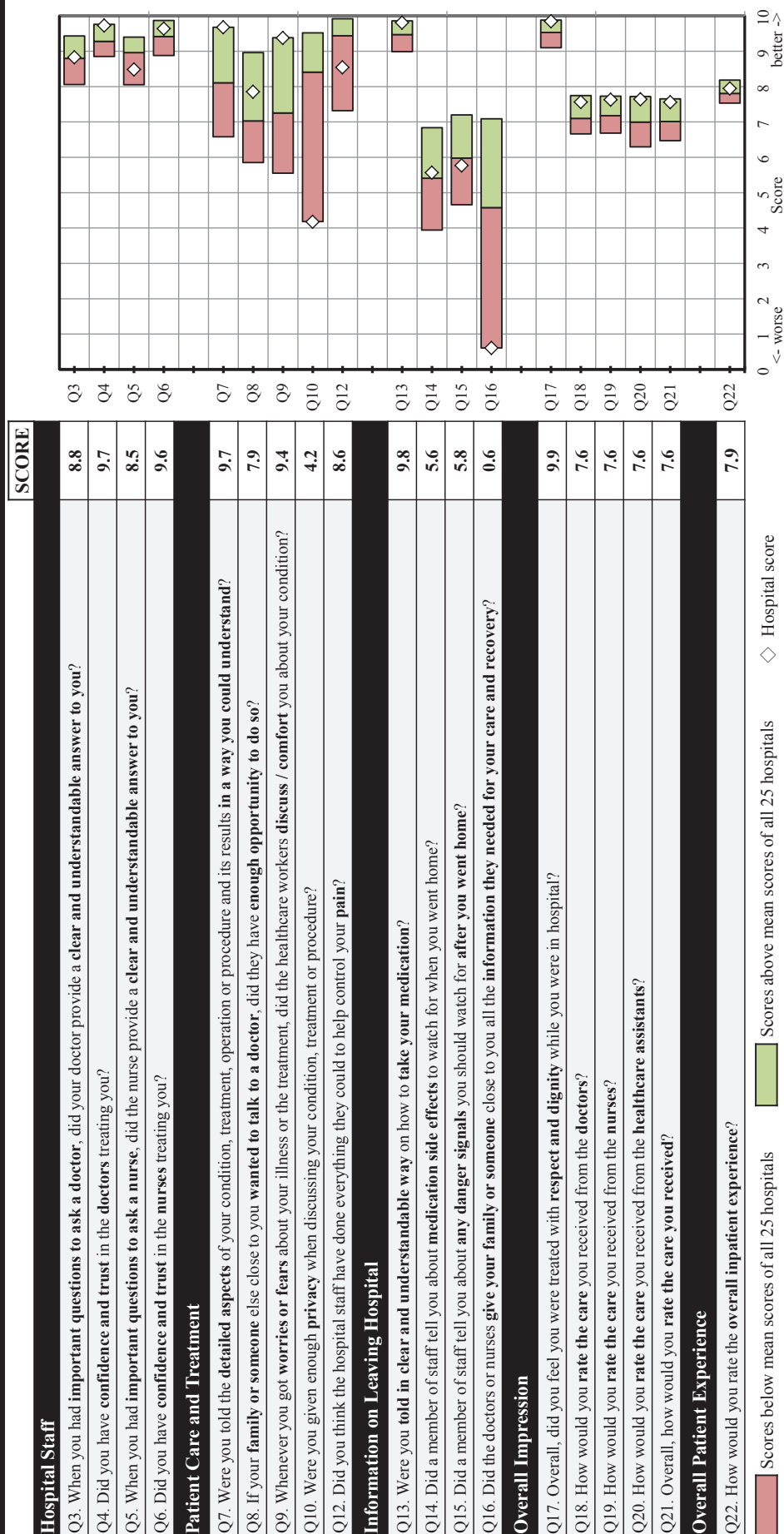
KWC - OLM



KWC - PMH

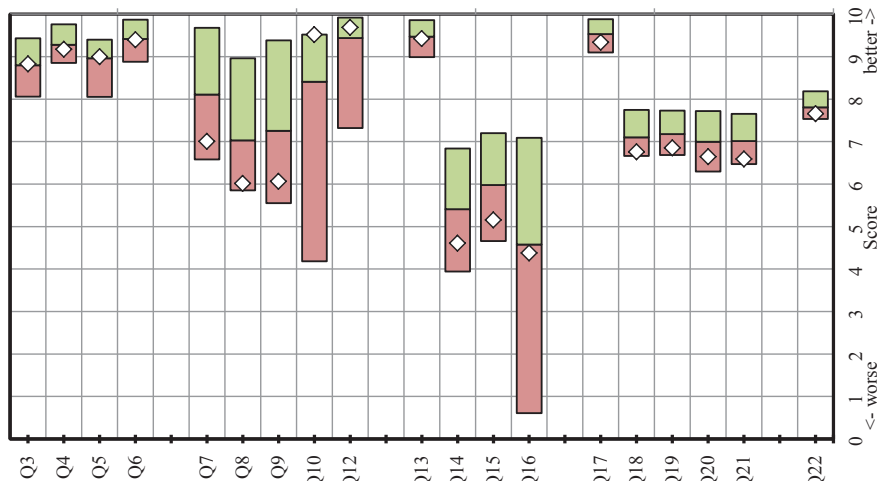


KWC - WTS



KWC - YCH

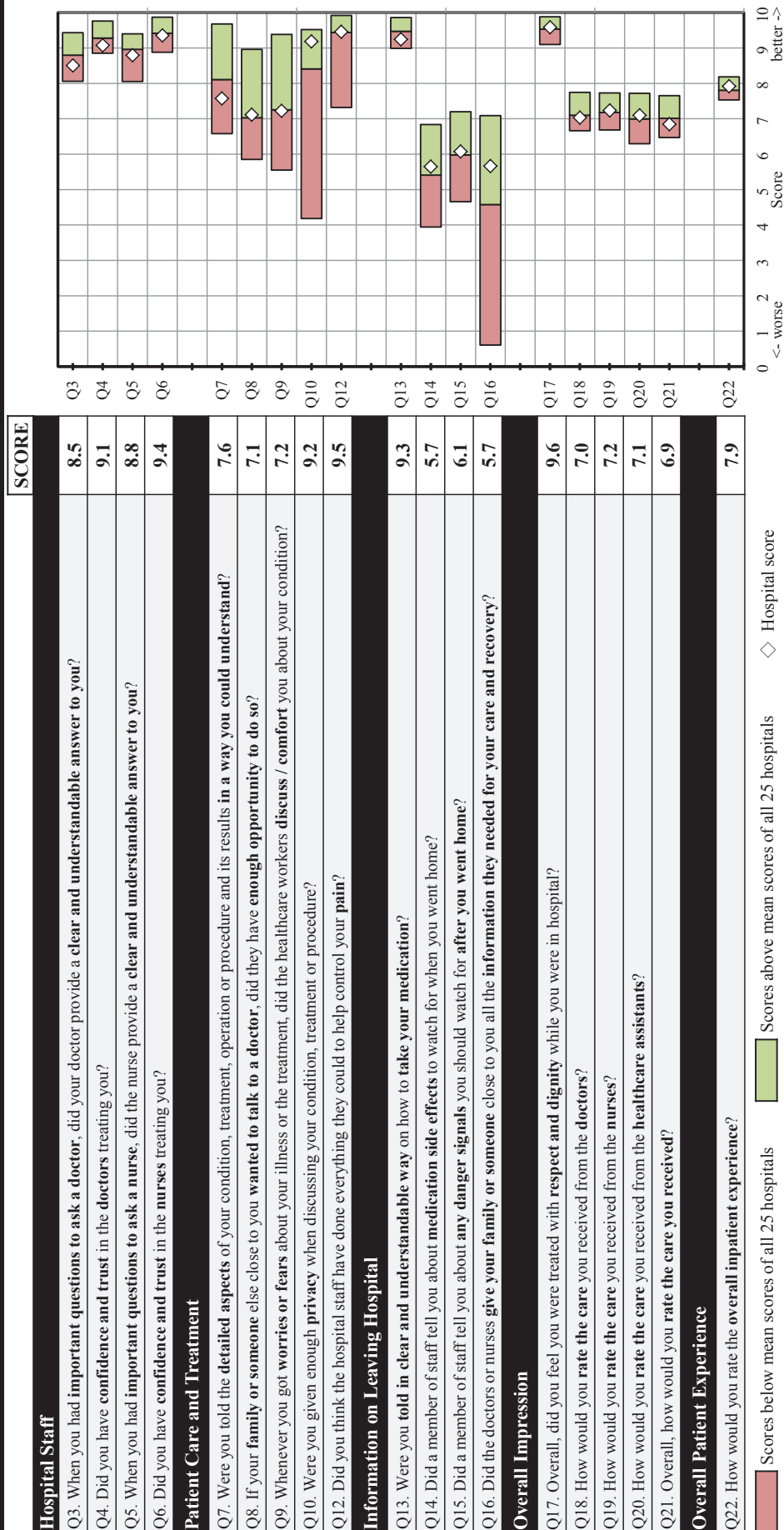
	SCORE
Hospital Staff	
Q3. When you had important questions to ask a doctor, did your doctor provide a clear and understandable answer to you?	8.8
Q4. Did you have confidence and trust in the doctors treating you?	9.2
Q5. When you had important questions to ask a nurse, did the nurse provide a clear and understandable answer to you?	9.0
Q6. Did you have confidence and trust in the nurses treating you?	9.4
Patient Care and Treatment	
Q7. Were you told the detailed aspects of your condition, treatment, operation or procedure and its results in a way you could understand?	7.0
Q8. If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so?	6.0
Q9. Whenever you got worries or fears about your illness or the treatment, did the healthcare workers discuss / comfort you about your condition?	6.1
Q10. Were you given enough privacy when discussing your condition, treatment or procedure?	9.5
Q12. Did you think the hospital staff have done everything they could to help control your pain?	9.7
Information on Leaving Hospital	
Q13. Were you told in clear and understandable way on how to take your medication?	9.4
Q14. Did a member of staff tell you about medication side effects to watch for when you went home?	4.6
Q15. Did a member of staff tell you about any danger signals you should watch for after you went home?	5.2
Q16. Did the doctors or nurses give your family or someone close to you all the information they needed for your care and recovery?	4.4
Overall Impression	
Q17. Overall, did you feel you were treated with respect and dignity while you were in hospital?	9.3
Q18. How would you rate the care you received from the doctors?	6.8
Q19. How would you rate the care you received from the nurses?	6.9
Q20. How would you rate the care you received from the healthcare assistants?	6.7
Q21. Overall, how would you rate the care you received?	6.6
Overall Patient Experience	
Q22. How would you rate the overall inpatient experience?	7.7



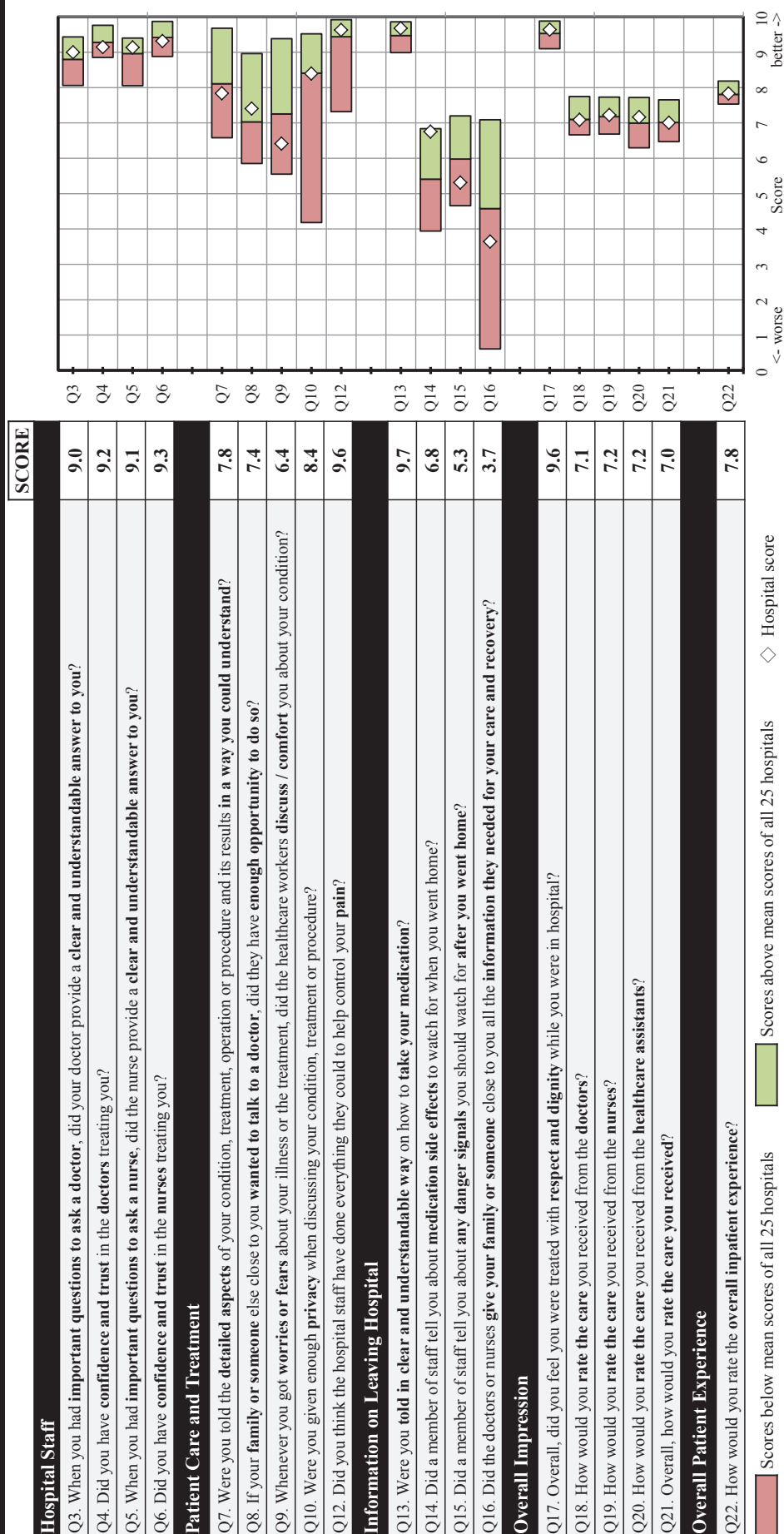
New Territories East Cluster (NTEC)

	Overall				NTEC				
	L	MEAN	H	(range)	AH/NH	NDH	PWH	SH	TPH
Hospital Staff									
Q3. When you had important questions to ask a doctor, did your doctor provide a clear and understandable answer to you?	8.1	8.8	9.4	1.3	8.5	9.0	9.0	8.7	9.0
Q4. Did you have confidence and trust in the doctors treating you?	8.9	9.3	9.8	0.9	9.1	9.2	9.3	9.1	9.4
Q5. When you had important questions to ask a nurse, did the nurse provide a clear and understandable answer to you?	8.1	9.0	9.4	1.3	8.8	9.1	9.2	9.0	9.1
Q6. Did you have confidence and trust in the nurses treating you?	8.9	9.4	9.9	1.0	9.4	9.3	9.5	9.3	9.4
Patient Care and Treatment									
Q7. Were you told the detailed aspects of your condition, treatment, operation or procedure and its results in a way you could understand?	6.6	8.1	9.7	3.1	7.6	7.8	8.3	7.7	6.6
Q8. If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so?	5.9	7.0	9.0	3.1	7.1	7.4	6.5	7.7	7.6
Q9. Whenever you got worries or fears about your illness or the treatment, did the healthcare workers discuss / comfort you about your condition?	5.6	7.3	9.4	3.8	7.2	6.4	7.4	7.9	7.0
Q10. Were you given enough privacy when discussing your condition, treatment or procedure?	4.2	8.4	9.5	5.3	9.2	8.4	9.1	9.0	8.4
Q12. Did you think the hospital staff have done everything they could to help control your pain?	7.3	9.4	9.9	2.6	9.5	9.6	9.4	9.9	9.8
Information on Leaving Hospital									
Q13. Were you told in clear and understandable way on how to take your medication?	9.0	9.5	9.9	0.9	9.3	9.7	9.3	9.4	9.4
Q14. Did a member of staff tell you about medication side effects to watch for when you went home?	3.9	5.4	6.8	2.9	5.7	6.8	5.7	6.4	5.0
Q15. Did a member of staff tell you about any danger signals you should watch for after you went home?	4.7	6.0	7.2	2.5	6.1	5.3	6.0	7.2	5.6
Q16. Did the doctors or nurses give your family or someone close to you all the information they needed for your care and recovery?	0.6	4.6	7.1	6.5	5.7	3.7	5.2	6.2	3.7
Overall Impression									
Q17. Overall, did you feel you were treated with respect and dignity while you were in hospital?	9.1	9.5	9.9	0.8	9.6	9.6	9.6	9.5	9.1
Q18. How would you rate the care you received from the doctors?	6.7	7.1	7.7	1.0	7.0	7.1	7.2	7.1	7.1
Q19. How would you rate the care you received from the nurses?	6.7	7.2	7.7	1.0	7.2	7.2	7.2	7.1	7.2
Q20. How would you rate the care you received from the healthcare assistants?	6.3	7.0	7.7	1.4	7.1	7.2	7.0	7.0	7.1
Q21. Overall, how would you rate the care you received?	6.5	7.0	7.7	1.2	6.9	7.0	7.1	6.9	6.9
Overall Patient Experience									
Q22. How would you rate the overall inpatient experience?	7.5	7.8	8.2	0.7	7.9	7.8	7.8	7.7	7.8

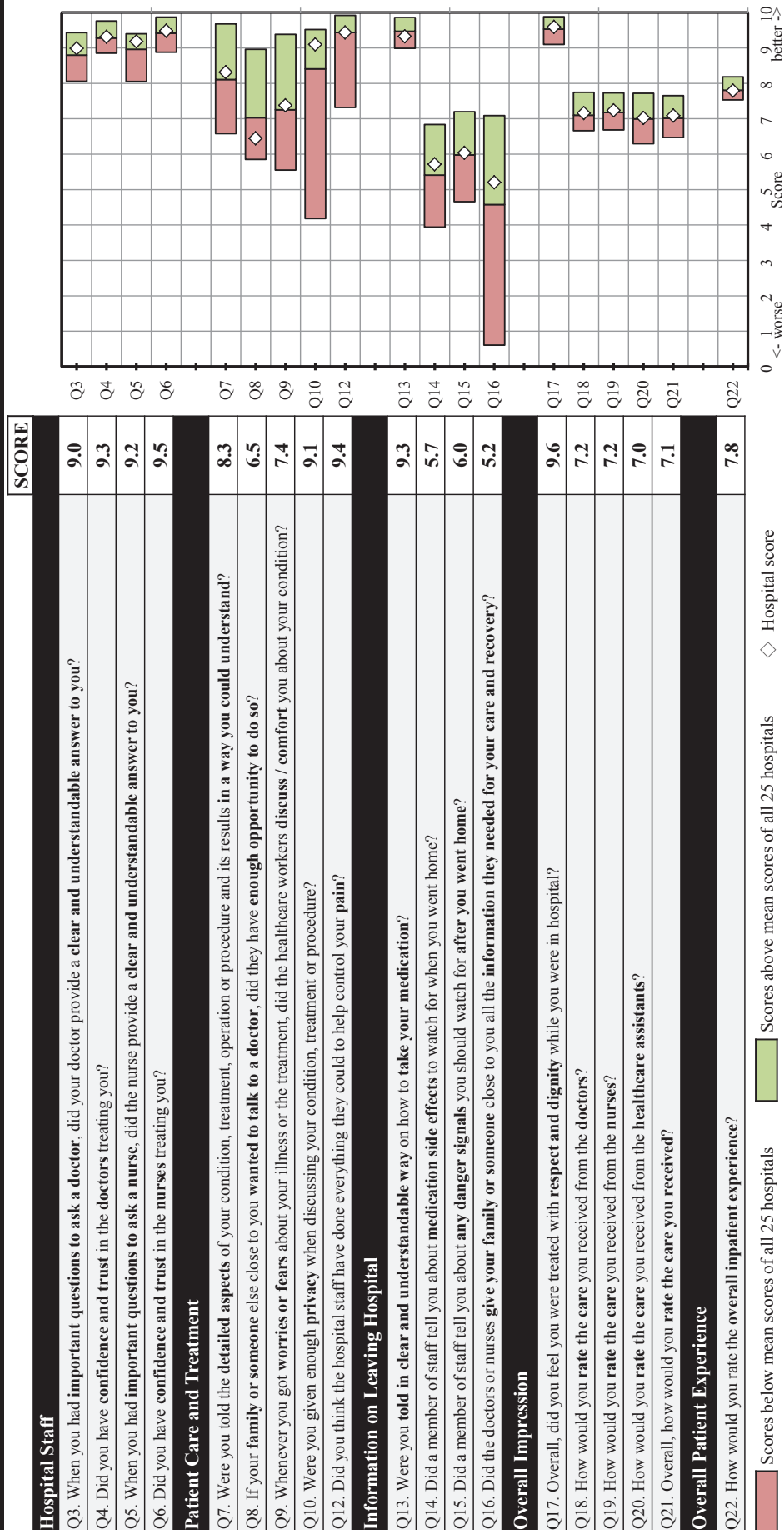
NTTC - AHNH



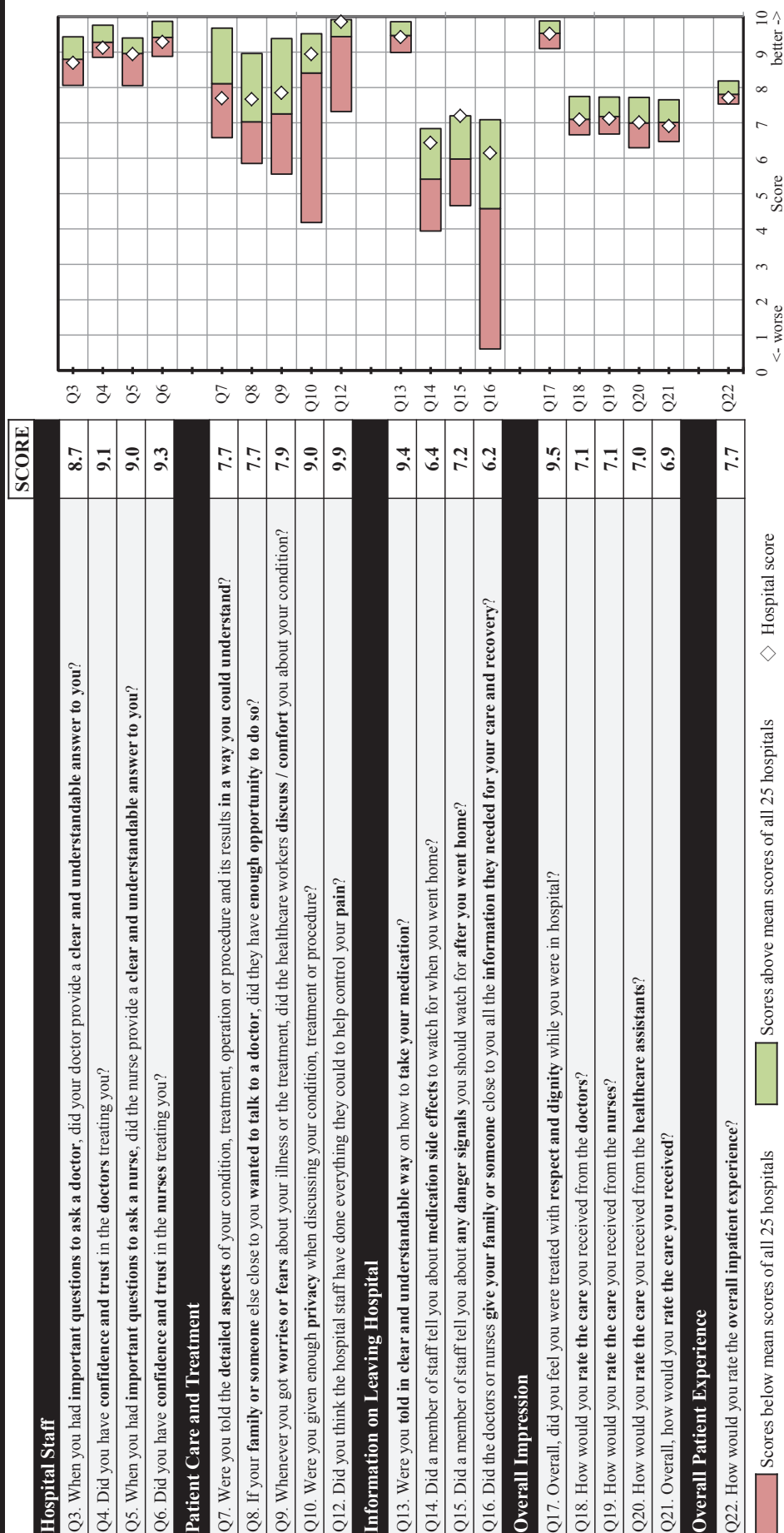
NTEC - NDH



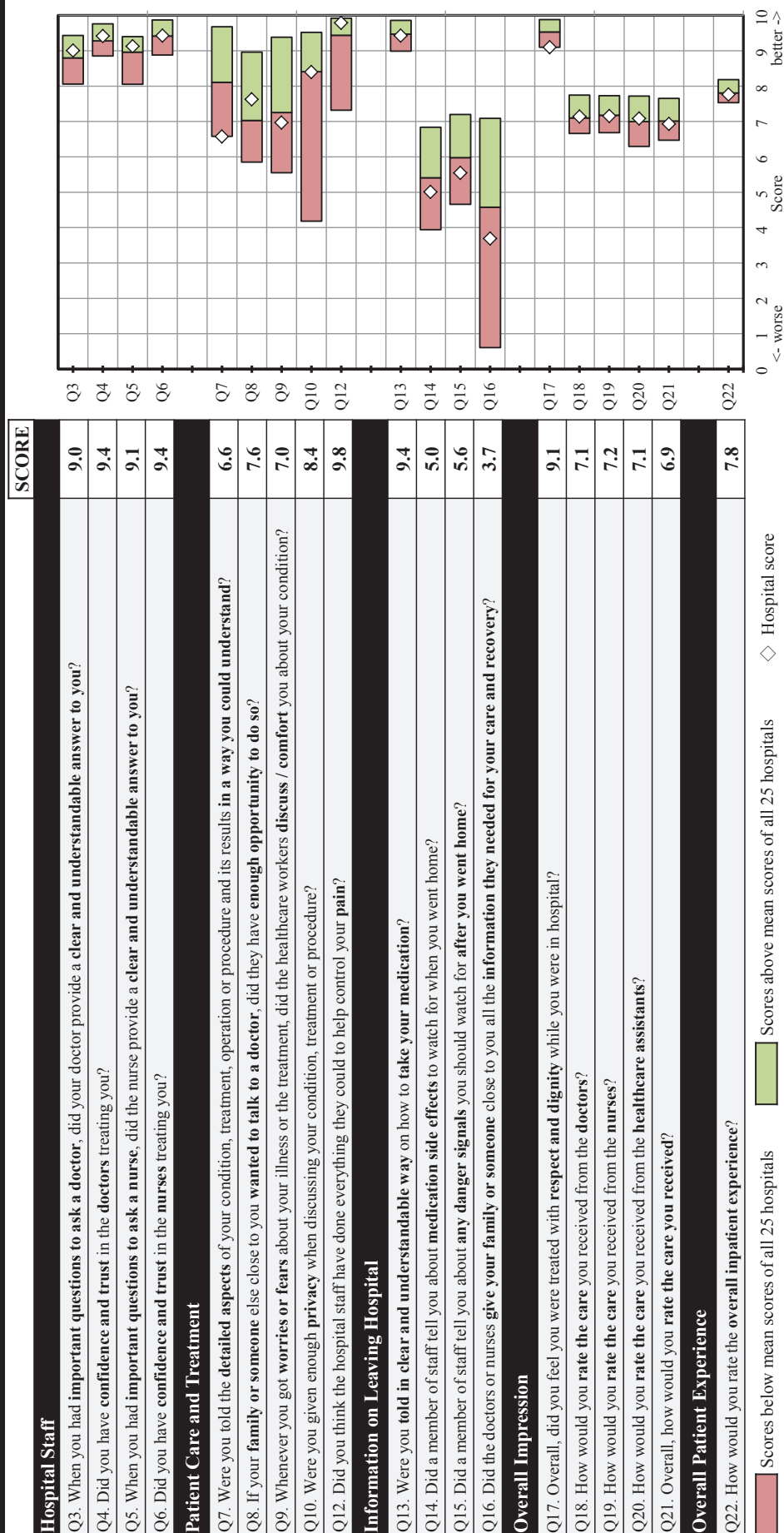
NTEC - PWH



NTEC - SH



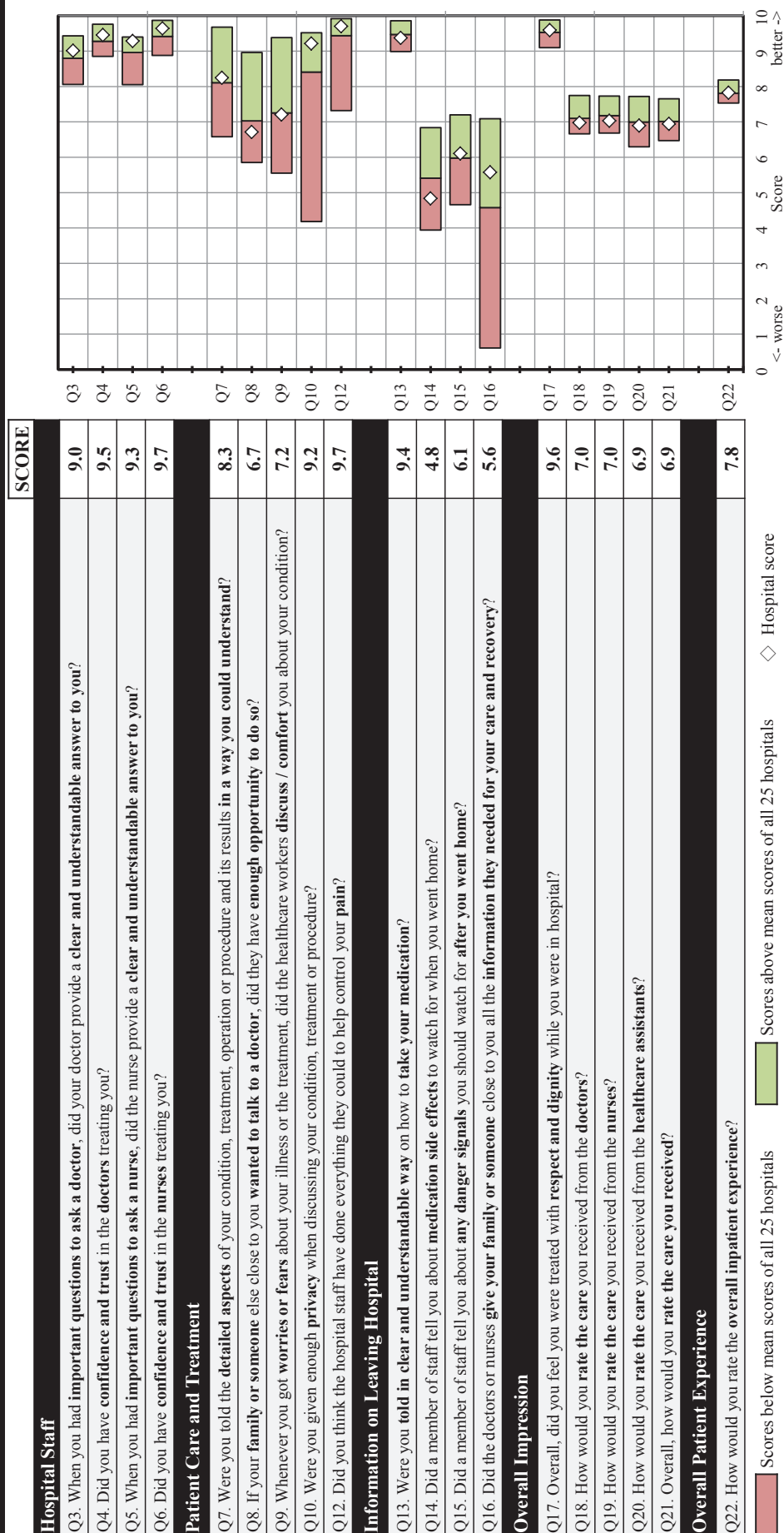
NTEC - TPH



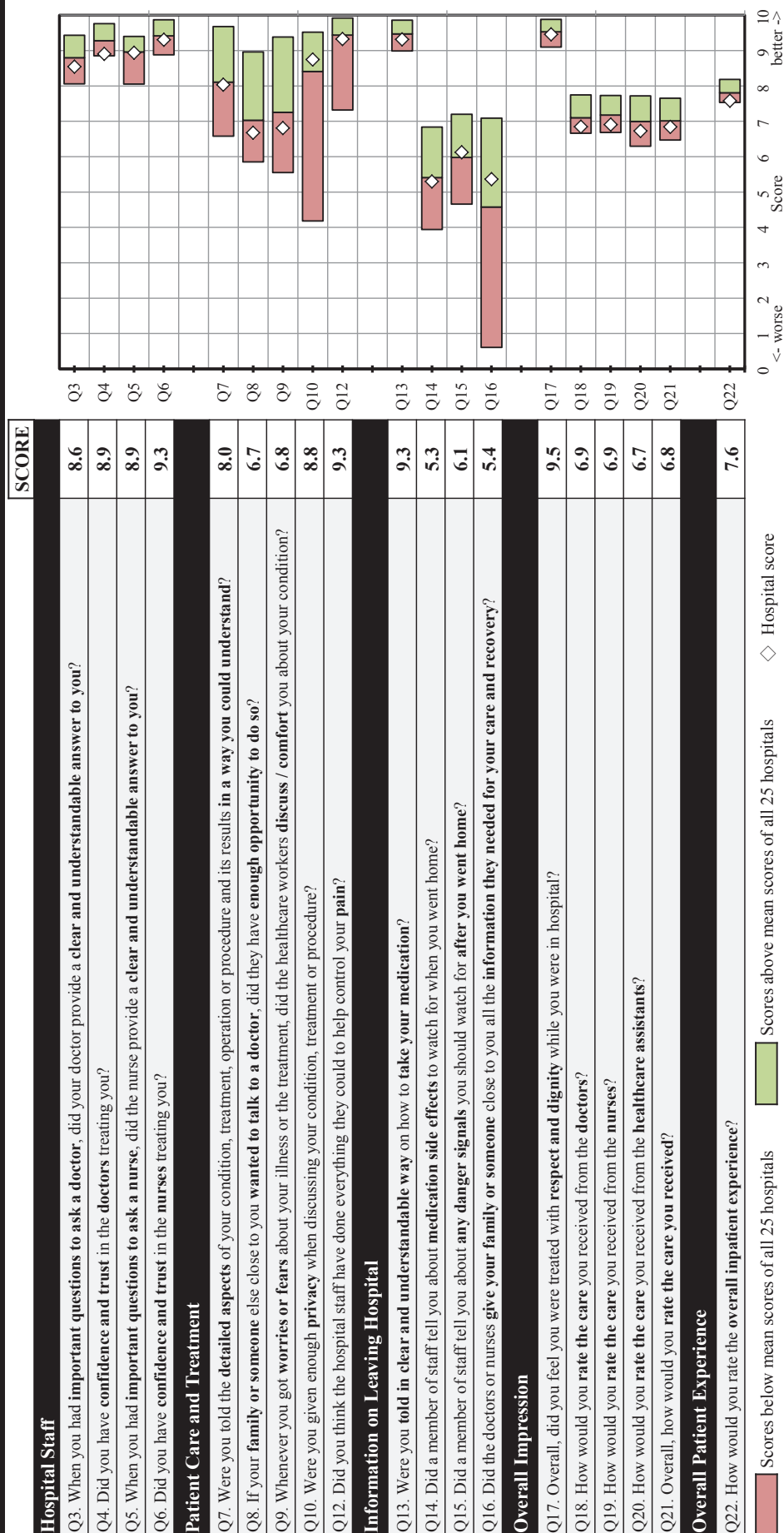
New Territories West Cluster (NTWC)

	Overall				NTWC	
	L	MEAN	H	(range)	POH	TMH
Hospital Staff						
Q3. When you had important questions to ask a doctor, did your doctor provide a clear and understandable answer to you?	8.1	8.8	9.4	1.3	9.0	8.6
Q4. Did you have confidence and trust in the doctors treating you?	8.9	9.3	9.8	0.9	9.5	8.9
Q5. When you had important questions to ask a nurse, did the nurse provide a clear and understandable answer to you?	8.1	9.0	9.4	1.3	9.3	8.9
Q6. Did you have confidence and trust in the nurses treating you?	8.9	9.4	9.9	1.0	9.7	9.3
Patient Care and Treatment						
Q7. Were you told the detailed aspects of your condition, treatment, operation or procedure and its results in a way you could understand?	6.6	8.1	9.7	3.1	8.3	8.0
Q8. If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so?	5.9	7.0	9.0	3.1	6.7	6.7
Q9. Whenever you got worries or fears about your illness or the treatment, did the healthcare workers discuss / comfort you about your condition?	5.6	7.3	9.4	3.8	7.2	6.8
Q10. Were you given enough privacy when discussing your condition, treatment or procedure?	4.2	8.4	9.5	5.3	9.2	8.8
Q12. Did you think the hospital staff have done everything they could to help control your pain?	7.3	9.4	9.9	2.6	9.7	9.3
Information on Leaving Hospital						
Q13. Were you told in clear and understandable way on how to take your medication?	9.0	9.5	9.9	0.9	9.4	9.3
Q14. Did a member of staff tell you about medication side effects to watch for when you went home?	3.9	5.4	6.8	2.9	4.8	5.3
Q15. Did a member of staff tell you about any danger signals you should watch for after you went home?	4.7	6.0	7.2	2.5	6.1	6.1
Q16. Did the doctors or nurses give your family or someone close to you all the information they needed for your care and recovery?	0.6	4.6	7.1	6.5	5.6	5.4
Overall Impression						
Q17. Overall, did you feel you were treated with respect and dignity while you were in hospital?	9.1	9.5	9.9	0.8	9.6	9.5
Q18. How would you rate the care you received from the doctors?	6.7	7.1	7.7	1.0	7.0	6.9
Q19. How would you rate the care you received from the nurses?	6.7	7.2	7.7	1.0	7.0	6.9
Q20. How would you rate the care you received from the healthcare assistants?	6.3	7.0	7.7	1.4	6.9	6.7
Q21. Overall, how would you rate the care you received?	6.5	7.0	7.7	1.2	6.9	6.8
Overall Patient Experience						
Q22. How would you rate the overall inpatient experience?	7.5	7.8	8.2	0.7	7.8	7.6

NTWC - POH



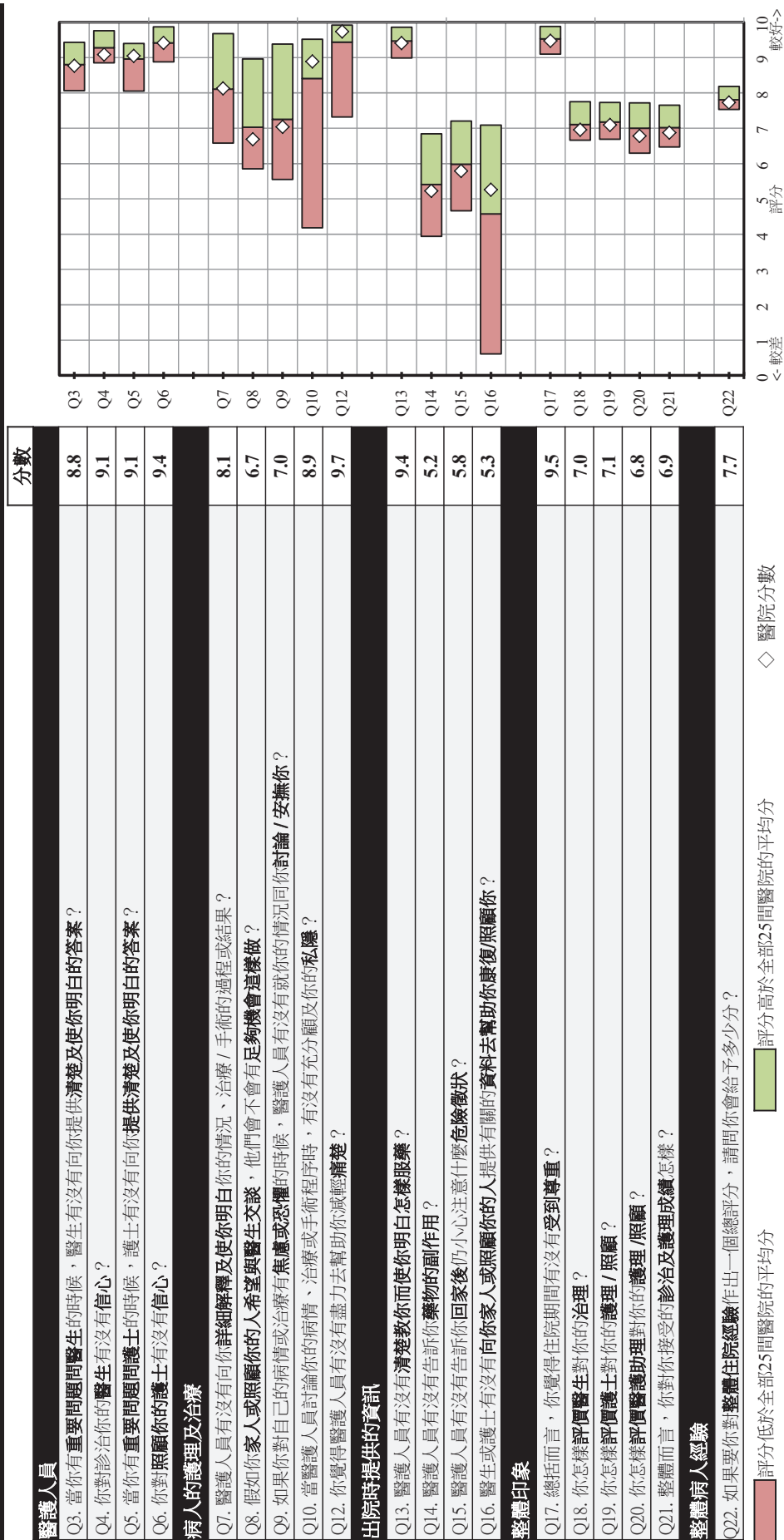
NTWC - TMH



港島東聯網

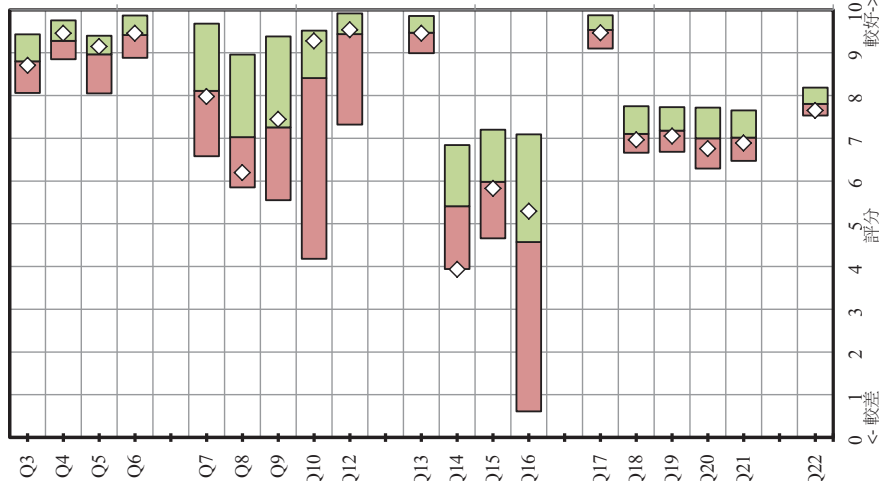
	整體評分				港島東		
	最低	平均分	最高	(範圍)	東區尤德 夫人那打 堅醫院	律敦治 及鄧肇 東醫院	東華 東院
醫護人員							
Q3. 當你有重要問題問醫生的時候，醫生有沒有向你提供清楚及使你明白的答案？	8.1	8.8	9.4	1.3	8.8	8.7	8.8
Q4. 你對診治你的醫生有沒有信心？	8.9	9.3	9.8	0.9	9.1	9.5	9.5
Q5. 當你有重要問題問護士的時候，護士有沒有向你提供清楚及使你明白的答案？	8.1	9.0	9.4	1.3	9.1	9.2	9.0
Q6. 你對照顧你的護士有沒有信心？	8.9	9.4	9.9	1.0	9.4	9.5	9.4
病人的護理及治療							
Q7. 醫護人員有沒有向你詳細解釋及使你明白你的情況、治療 / 手術的過程或結果？	6.6	8.1	9.7	3.1	8.1	8.0	8.7
Q8. 假如你家人或照顧你的人希望與醫生交談，他們會不會有足夠機會這樣做？	5.9	7.0	9.0	3.1	6.7	6.2	7.5
Q9. 如果你對自己的病情或治療有焦慮或恐懼的時候，醫護人員有沒有就你的情況同你討論 / 安撫你？	5.6	7.3	9.4	3.8	7.0	7.5	7.9
Q10. 當醫護人員討論你的病情、治療或手術程序時，有沒有充分顧及你的私隱？	4.2	8.4	9.5	5.3	8.9	9.3	9.0
Q12. 你覺得醫護人員有沒有盡力去幫助你減輕痛楚？	7.3	9.4	9.9	2.6	9.7	9.5	9.7
出院時提供的資訊							
Q13. 醫護人員有沒有清楚教你而使你明白怎樣服藥？	9.0	9.5	9.9	0.9	9.4	9.5	9.7
Q14. 醫護人員有沒有告訴你藥物的副作用？	3.9	5.4	6.8	2.9	5.2	3.9	6.6
Q15. 醫護人員有沒有告訴你回家後仍小心注意什麼危險徵狀？	4.7	6.0	7.2	2.5	5.8	5.8	7.1
Q16. 醫生或護士有沒有向你家人或照顧你的人提供有關的資料去幫助你康復/照顧你？	0.6	4.6	7.1	6.5	5.3	5.3	7.1
整體印象							
Q17. 總括而言，你覺得住院期間有沒有受到尊重？	9.1	9.5	9.9	0.8	9.5	9.5	9.8
Q18. 你怎樣評價醫生對你的治理？	6.7	7.1	7.7	1.0	7.0	7.0	7.3
Q19. 你怎樣評價護士對你的護理 / 照顧？	6.7	7.2	7.7	1.0	7.1	7.1	7.4
Q20. 你怎樣評價醫護助理對你的護理 / 照顧？	6.3	7.0	7.7	1.4	6.8	6.8	7.1
Q21. 整體而言，你對你接受的診治及護理成績怎樣？	6.5	7.0	7.7	1.2	6.9	6.9	7.3
整體病人經驗							
Q22. 如果你對整體住院經驗作出一個總評分，請問你會給予多少分？	7.5	7.8	8.2	0.7	7.7	7.7	8.1

港島東聯網 – 東區尤德夫人那打素醫院

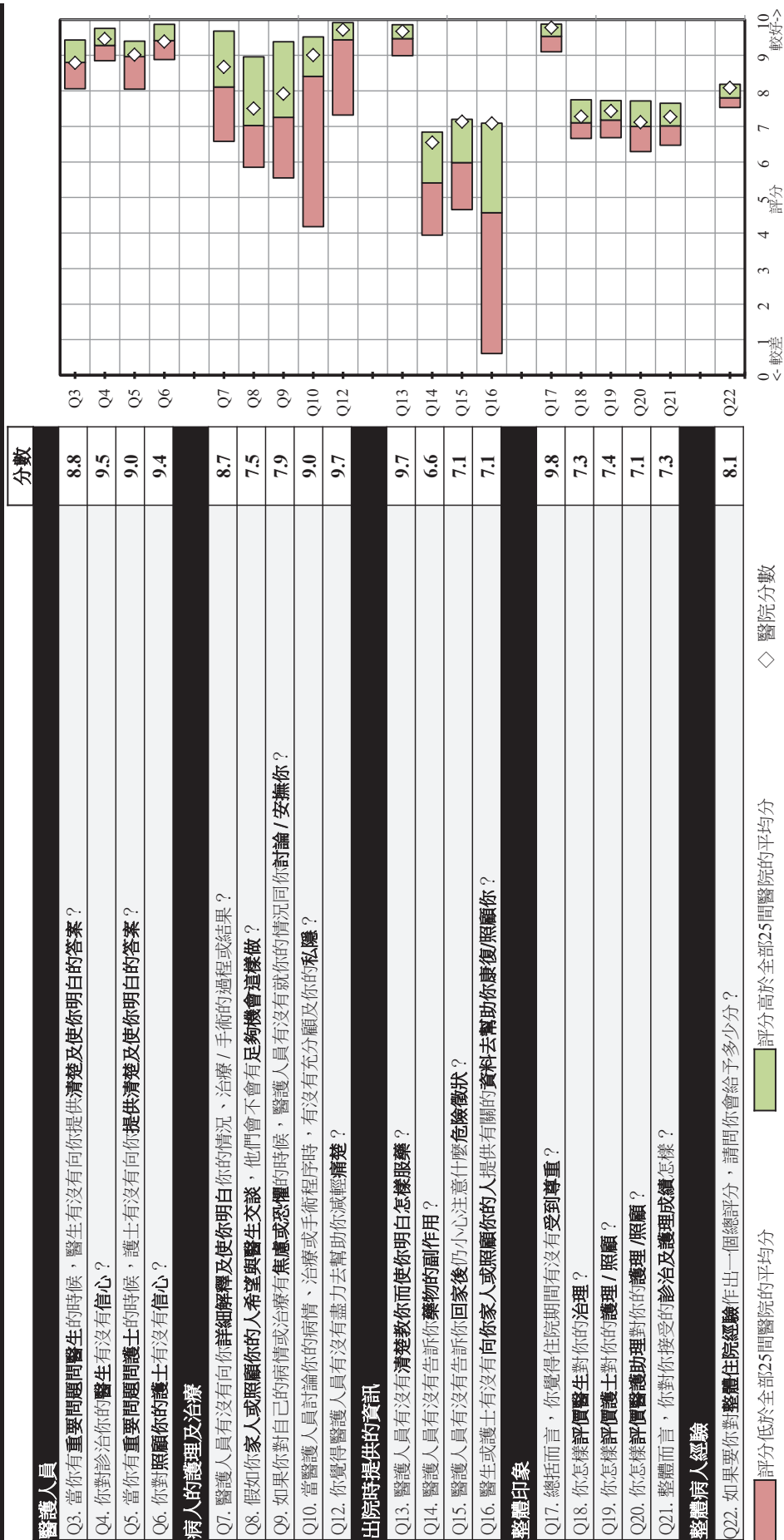


港島東聯網 – 律敦治及邵肇堅醫院

醫護人員	分數	
Q3. 當你有重要問題問醫生的時候，醫生有沒有向你提供清楚及使你明白的答案？	8.7	
Q4. 你對診治你的醫生有沒有信心？	9.5	
Q5. 當你有重要問題問護士的時候，護士有沒有向你提供清楚及使你明白的答案？	9.2	
Q6. 你對照顧你的護士有沒有信心？	9.5	
病人的護理及治療		
Q7. 醫護人員有沒有向你詳細解釋及使你明白你的情況、治療 / 手術的過程或結果？	8.0	
Q8. 假如你家人或照顧你的人希望與醫生交談，他們會不會有足夠機會這樣做？	6.2	
Q9. 如果你對自己的病情或治療有焦慮或恐懼的時候，醫護人員有沒有就你的情況同你討論 / 安撫你？	7.5	
Q10. 當醫護人員討論你的病情、治療或手術程序時，有沒有充分顧及你的私隱？	9.3	
Q12. 你覺得醫護人員有沒有盡力去幫助你減輕痛楚？	9.5	
出院時提供的資訊		
Q13. 醫護人員有沒有清楚教你而使你明白怎樣服藥？	9.5	
Q14. 醫護人員有沒有告訴你藥物的副作用？	3.9	
Q15. 醫護人員有沒有告訴你回家後仍要小心注意什麼危險徵狀？	5.8	
Q16. 醫生或護士有沒有向你家人或照顧你的人提供有關的資料去幫助你康復 / 照顧你？	5.3	
整體印象		
Q17. 總括而言，你覺得住院期間有沒有受到尊重？	9.5	
Q18. 你怎樣評價醫生對你的治理？	7.0	
Q19. 你怎樣評價護士對你的護理 / 照顧？	7.1	
Q20. 你怎樣評價醫護助理對你的護理 / 照顧？	6.8	
Q21. 整體而言，你對你接受的診治及護理成績怎樣？	6.9	
整體病人經驗		
Q22. 如果你要對整體住院經驗作出一個總評分，請問你會給予多少分？	7.7	



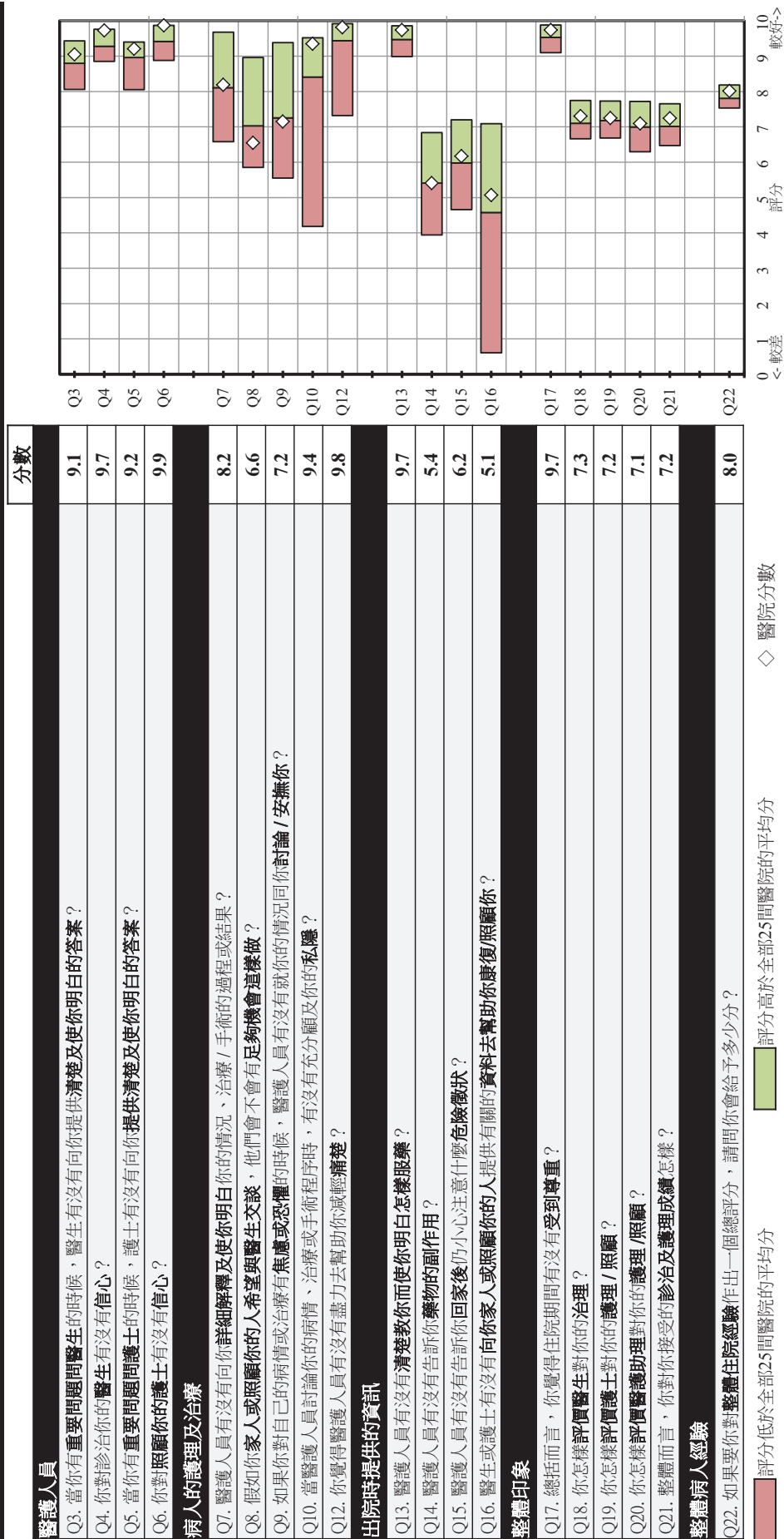
港島東聯網 – 東華東院



港島西聯網

	整體評分				港島西		
	最低	平均分	最高	(範圍)	葛量洪醫院	瑪麗醫院	東華醫院
醫護人員							
Q3. 當你有重要問題問醫生的時候，醫生有沒有向你提供清楚及使你明白的答案？	8.1	8.8	9.4	1.3	9.1	9.0	9.2
Q4. 你對診治你的醫生有沒有信心？	8.9	9.3	9.8	0.9	9.7	9.3	9.5
Q5. 當你有重要問題問護士的時候，護士有沒有向你提供清楚及使你明白的答案？	8.1	9.0	9.4	1.3	9.2	8.8	9.4
Q6. 你對照顧你的護士有沒有信心？	8.9	9.4	9.9	1.0	9.9	9.3	9.6
病人的護理及治療							
Q7. 醫護人員有沒有向你詳細解釋及使你明白你的情況、治療 / 手術的過程或結果？	6.6	8.1	9.7	3.1	8.2	7.6	8.4
Q8. 假如你家人或照顧你的人希望與醫生交談，他們會不會有足夠機會這樣做？	5.9	7.0	9.0	3.1	6.6	8.2	6.9
Q9. 如果你對自己的病情或治療有焦慮或恐懼的時候，醫護人員有沒有就你的情況同你討論 / 安撫你？	5.6	7.3	9.4	3.8	7.2	6.1	7.8
Q10. 當醫護人員討論你的病情、治療或手術程序時，有沒有充分顧及你的私隱？	4.2	8.4	9.5	5.3	9.4	8.3	9.5
Q12. 你覺得醫護人員有沒有盡力去幫助你減輕痛楚？	7.3	9.4	9.9	2.6	9.8	9.1	9.9
出院時提供的資訊							
Q13. 醫護人員有沒有清楚教你而使你明白怎樣服藥？	9.0	9.5	9.9	0.9	9.7	9.6	9.8
Q14. 醫護人員有沒有告訴你藥物的副作用？	3.9	5.4	6.8	2.9	5.4	5.8	5.6
Q15. 醫護人員有沒有告訴你回家後仍小心注意什麼危險徵狀？	4.7	6.0	7.2	2.5	6.2	5.5	6.9
Q16. 醫生或護士有沒有向你家人或照顧你的人提供有關的資料去幫助你康復 / 照顧你？	0.6	4.6	7.1	6.5	5.1	3.5	6.0
整體印象							
Q17. 總括而言，你覺得住院期間有沒有受到尊重？	9.1	9.5	9.9	0.8	9.7	9.5	9.6
Q18. 你怎樣評價醫生對你的治理？	6.7	7.1	7.7	1.0	7.3	7.5	7.1
Q19. 你怎樣評價護士對你的護理 / 照顧？	6.7	7.2	7.7	1.0	7.2	7.4	7.2
Q20. 你怎樣評價醫護助理對你的護理 / 照顧？	6.3	7.0	7.7	1.4	7.1	7.3	6.9
Q21. 整體而言，你對你接受的診治及護理成績怎樣？	6.5	7.0	7.7	1.2	7.2	7.0	7.1
整體病人經驗							
Q22. 如果你對整體住院經驗作出一個總評分，請問你會給予多少分？	7.5	7.8	8.2	0.7	8.0	8.0	7.9

港島西聯網 – 葛量洪醫院

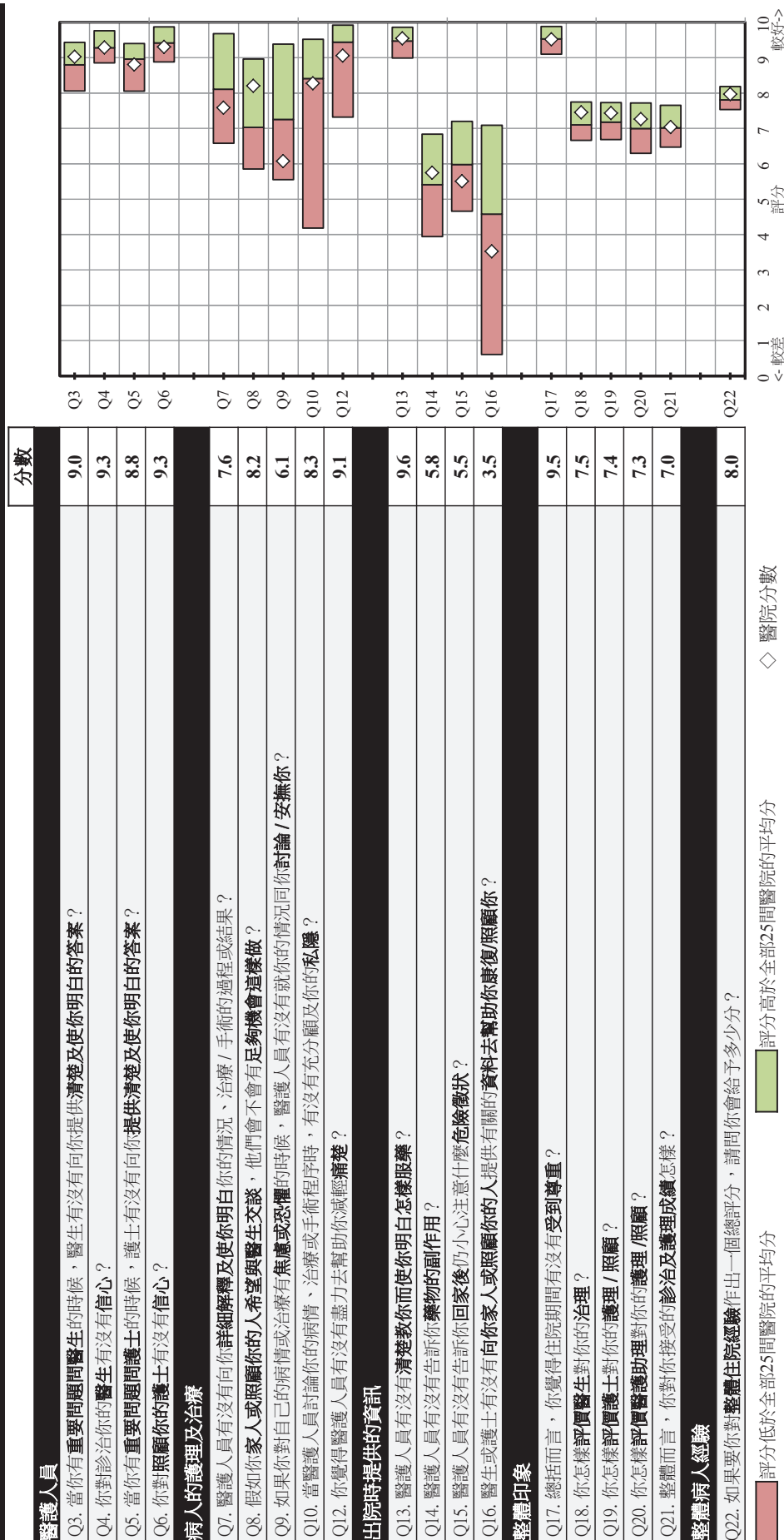


■ 評分低於全部25間醫院的平均分

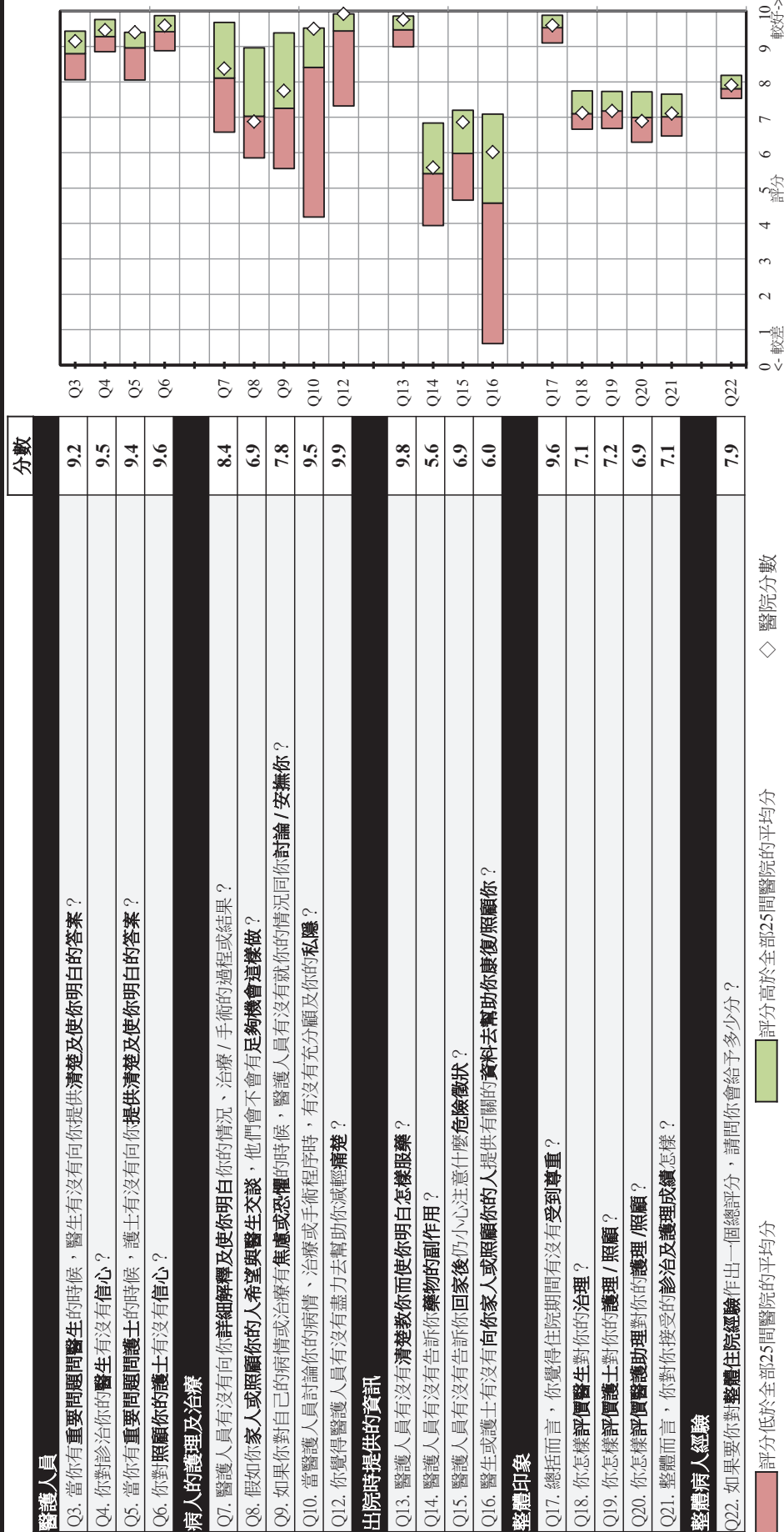
◇ 醫院分數

■ 評分高於全部25間醫院的平均分

港島西聯網 – 瑪麗醫院



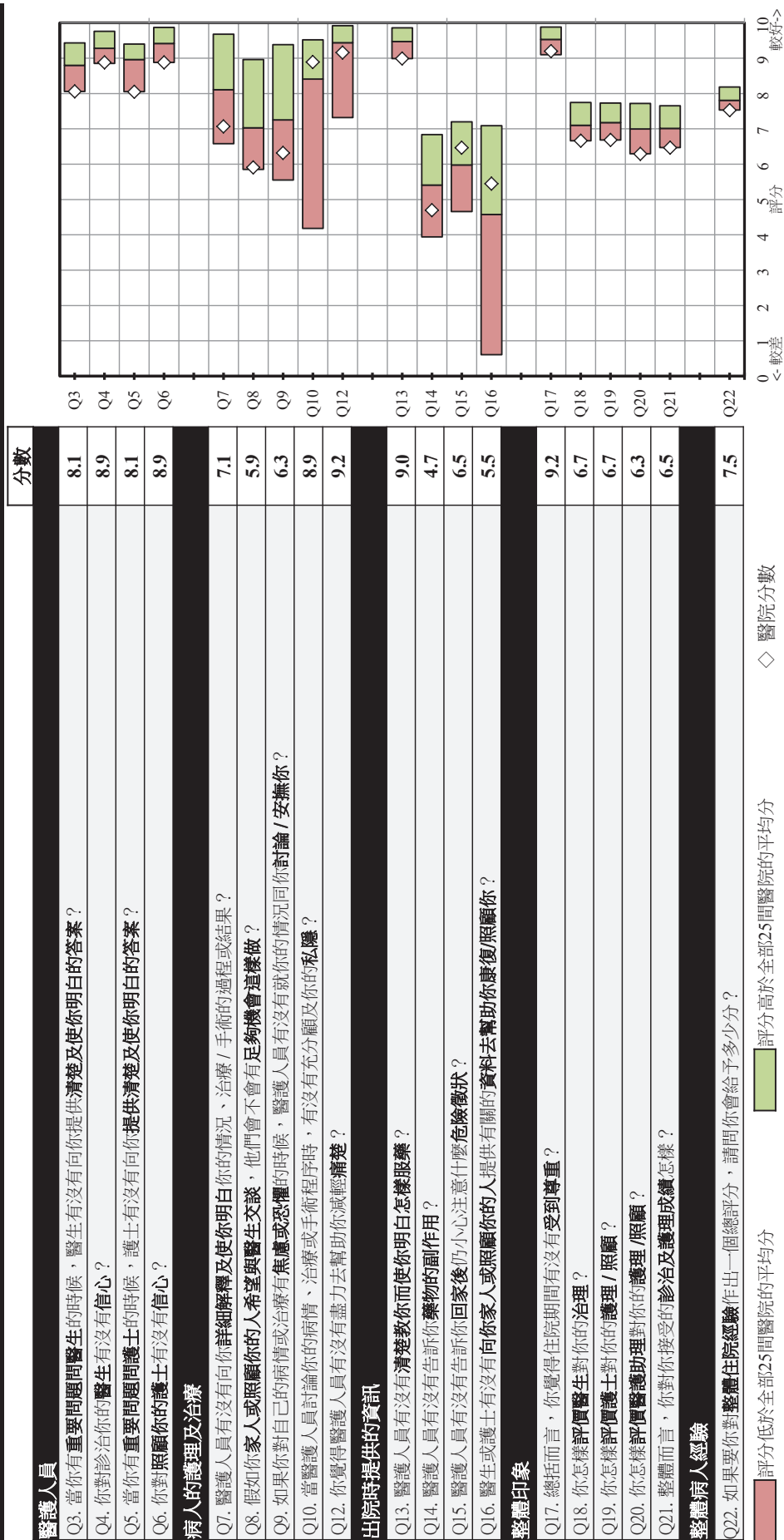
港島西聯網 – 東華醫院



九龍中聯網

	整體評分				九龍中		
	最低	平均分	最高	(範圍)	香港佛 教醫院	九龍 醫院	伊利沙 伯醫院
醫護人員							
Q3. 當你有重要問題問醫生的時候，醫生有沒有向你提供清楚及使你明白的答案？	8.1	8.8	9.4	1.3	8.1	8.3	8.5
Q4. 你對診治你的醫生有沒有信心？	8.9	9.3	9.8	0.9	8.9	8.9	9.2
Q5. 當你有重要問題問護士的時候，護士有沒有向你提供清楚及使你明白的答案？	8.1	9.0	9.4	1.3	8.1	8.7	8.8
Q6. 你對照顧你的護士有沒有信心？	8.9	9.4	9.9	1.0	8.9	9.1	9.4
病人的護理及治療							
Q7. 醫護人員有沒有向你詳細解釋及使你明白你的情況、治療 / 手術的過程或結果？	6.6	8.1	9.7	3.1	7.1	7.7	8.2
Q8. 假如你家人或照顧你的人希望與醫生交談，他們會不會有足夠機會這樣做？	5.9	7.0	9.0	3.1	5.9	5.9	6.6
Q9. 如果你對自己的病情或治療有焦慮或恐懼的時候，醫護人員有沒有就你的情況同你討論 / 安撫你？	5.6	7.3	9.4	3.8	6.3	6.9	7.0
Q10. 當醫護人員討論你的病情、治療或手術程序時，有沒有充分顧及你的私隱？	4.2	8.4	9.5	5.3	8.9	8.4	8.9
Q12. 你覺得醫護人員有沒有盡力去幫助你減輕痛楚？	7.3	9.4	9.9	2.6	9.2	9.7	9.8
出院時提供的資訊							
Q13. 醫護人員有沒有清楚教你而使你明白怎樣服藥？	9.0	9.5	9.9	0.9	9.0	9.1	9.4
Q14. 醫護人員有沒有告訴你藥物的副作用？	3.9	5.4	6.8	2.9	4.7	5.0	5.6
Q15. 醫護人員有沒有告訴你回家後仍小心注意什麼危險徵狀？	4.7	6.0	7.2	2.5	6.5	5.9	6.1
Q16. 醫生或護士有沒有向你家人或照顧你的人提供有關的資料去幫助你康復 / 照顧你？	0.6	4.6	7.1	6.5	5.5	5.3	5.4
整體印象							
Q17. 總括而言，你覺得住院期間有沒有受到尊重？	9.1	9.5	9.9	0.8	9.2	9.3	9.5
Q18. 你怎樣評價醫生對你的治理？	6.7	7.1	7.7	1.0	6.7	6.7	6.9
Q19. 你怎樣評價護士對你的護理 / 照顧？	6.7	7.2	7.7	1.0	6.7	6.8	7.0
Q20. 你怎樣評價醫護助理對你的護理 / 照顧？	6.3	7.0	7.7	1.4	6.3	6.5	6.8
Q21. 整體而言，你對你接受的診治及護理成績怎樣？	6.5	7.0	7.7	1.2	6.5	6.6	6.9
整體病人經驗							
Q22. 如果你對整體住院經驗作出一個總評分，請問你會給予多少分？	7.5	7.8	8.2	0.7	7.5	7.5	7.7

九龍中聯網－香港佛教醫院

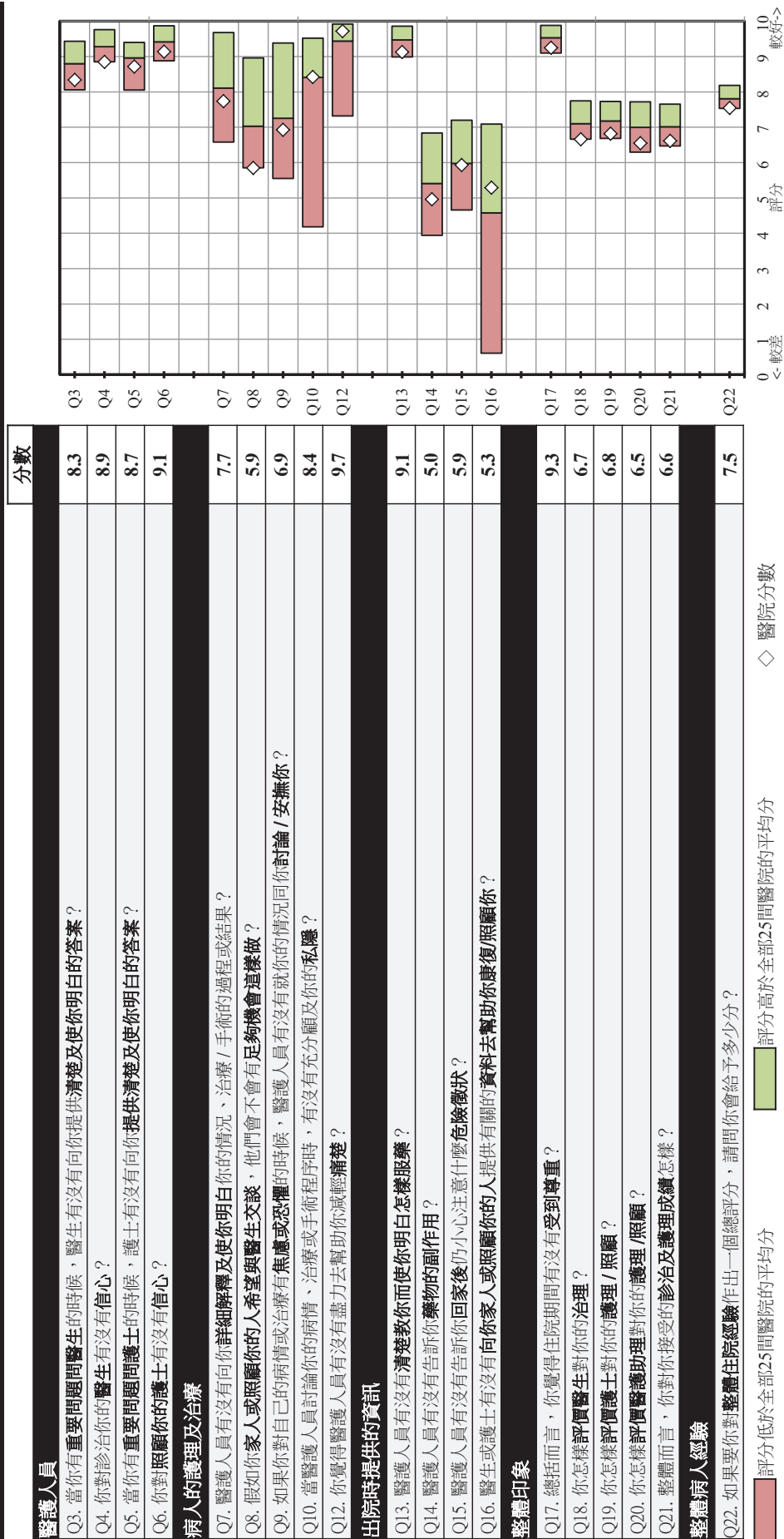


■ 評分低於全部25間醫院的平均分

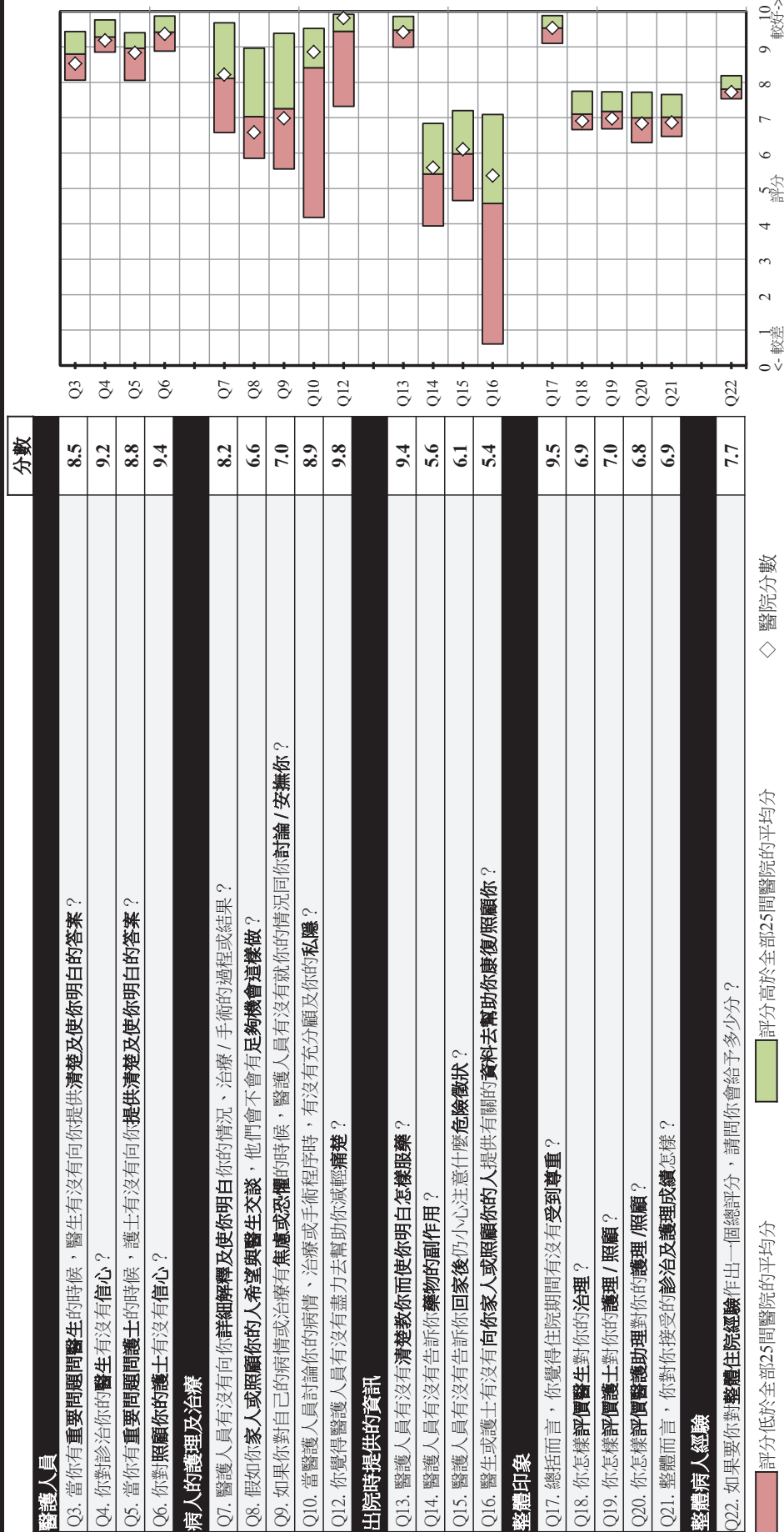
◇ 醫院分數

Appendix F

九龍中聯網 – 九龍醫院



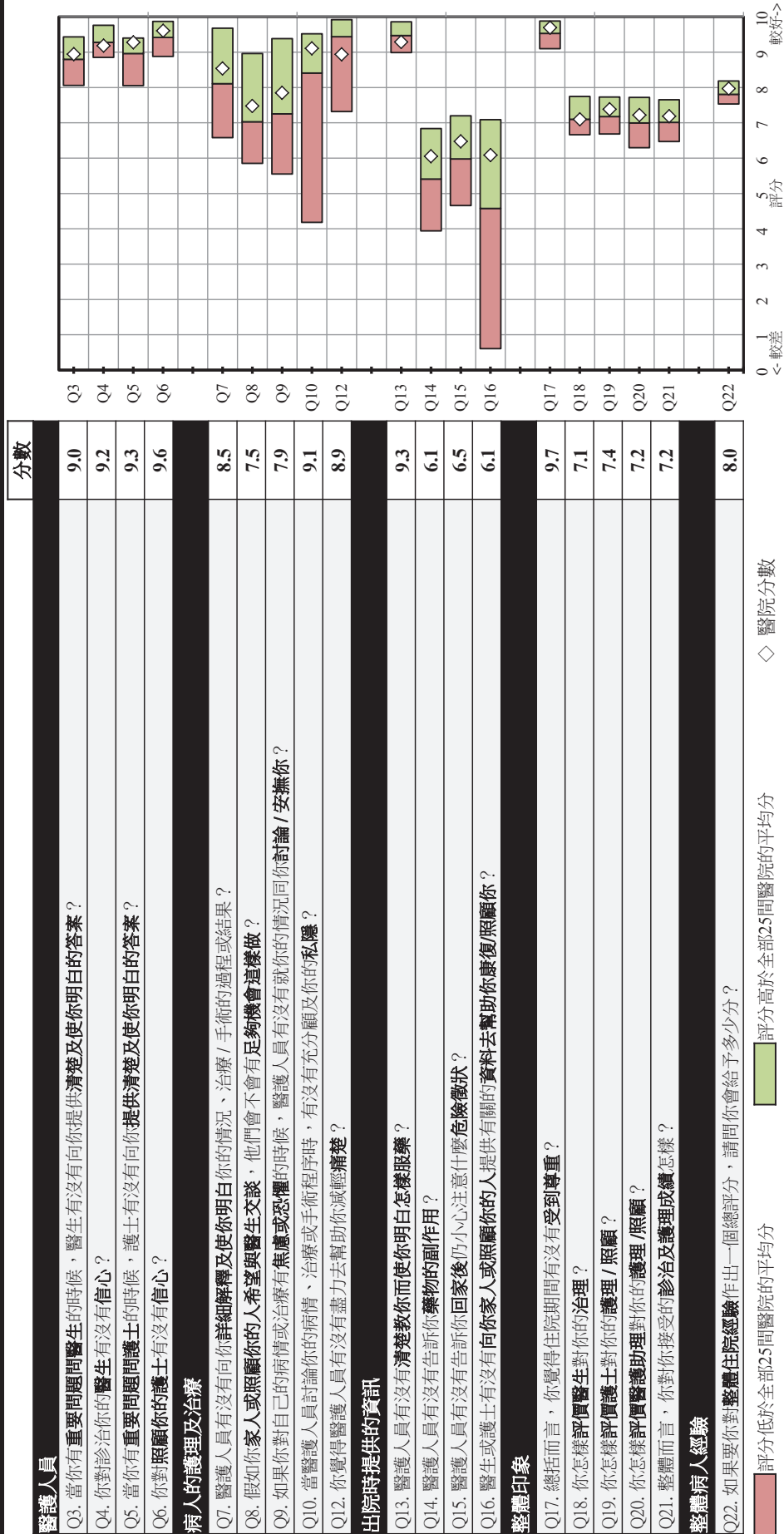
九龍中聯網 – 伊利沙伯醫院



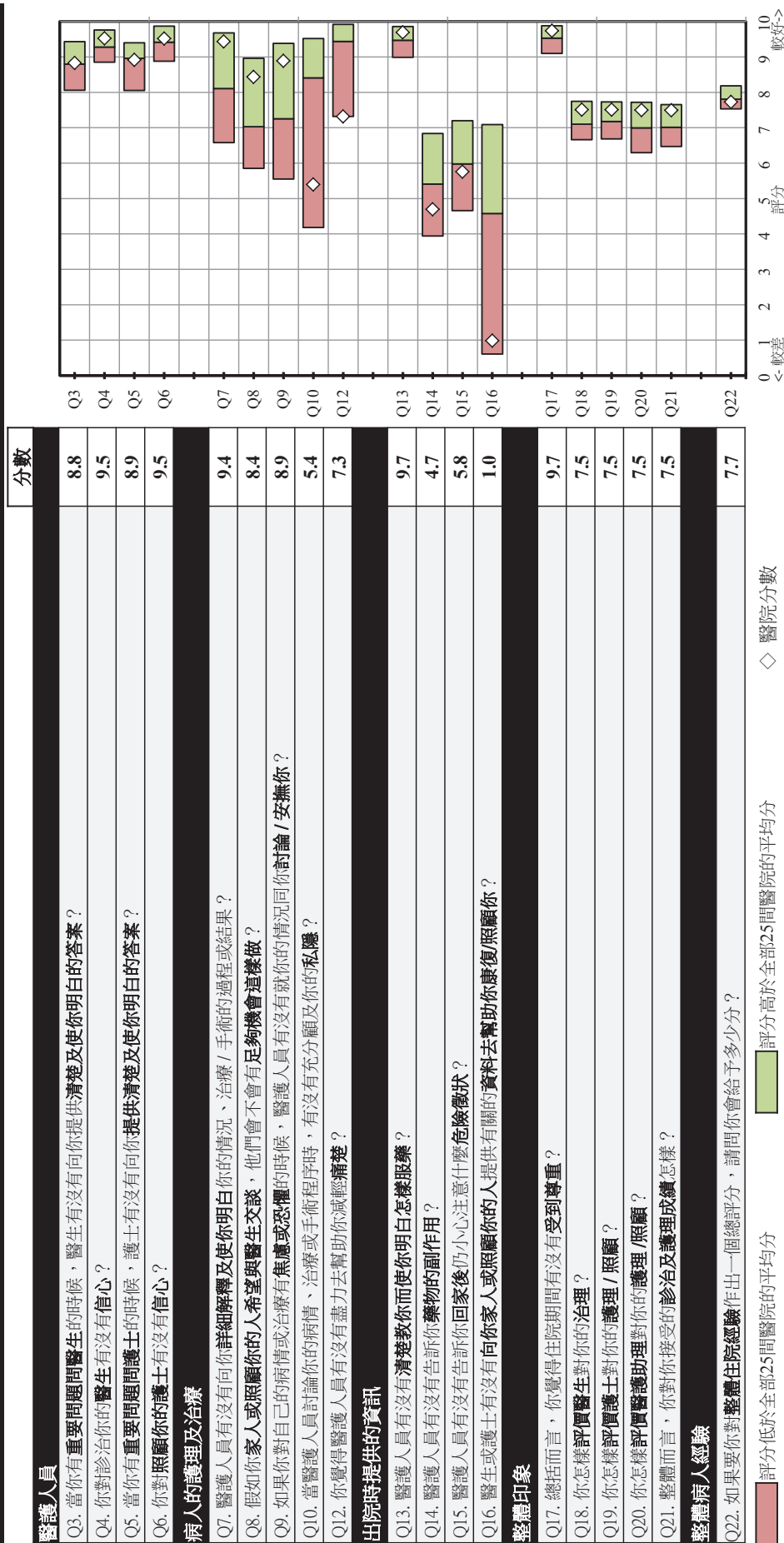
九龍東聯網

	整體評分				九龍東		
	最低	平均分	最高	(範圍)	靈實醫院	將軍澳醫院	基督教聯合醫院
醫護人員							
Q3. 當你有重要問題問醫生的時候，醫生有沒有向你提供清楚及使你明白的答案？	8.1	8.8	9.4	1.3	9.0	8.8	8.5
Q4. 你對診治你的醫生有沒有信心？	8.9	9.3	9.8	0.9	9.2	9.5	9.2
Q5. 當你有重要問題問護士的時候，護士有沒有向你提供清楚及使你明白的答案？	8.1	9.0	9.4	1.3	9.3	8.9	9.1
Q6. 你對照顧你的護士有沒有信心？	8.9	9.4	9.9	1.0	9.6	9.5	9.4
病人的護理及治療							
Q7. 醫護人員有沒有向你詳細解釋及使你明白你的情況、治療 / 手術的過程或結果？	6.6	8.1	9.7	3.1	8.5	9.4	8.1
Q8. 假如你家人或照顧你的人希望與醫生交談，他們會不會有足夠機會這樣做？	5.9	7.0	9.0	3.1	7.5	8.4	6.1
Q9. 如果你對自己的病情或治療有焦慮或恐懼的時候，醫護人員有沒有就你的情況同你討論 / 安撫你？	5.6	7.3	9.4	3.8	7.9	8.9	7.3
Q10. 當醫護人員討論你的病情、治療或手術程序時，有沒有充分顧及你的私隱？	4.2	8.4	9.5	5.3	9.1	5.4	8.8
Q12. 你覺得醫護人員有沒有盡力去幫助你減輕痛楚？	7.3	9.4	9.9	2.6	8.9	7.3	9.7
出院時提供的資訊							
Q13. 醫護人員有沒有清楚教你而使你明白怎樣服藥？	9.0	9.5	9.9	0.9	9.3	9.7	9.4
Q14. 醫護人員有沒有告訴你藥物的副作用？	3.9	5.4	6.8	2.9	6.1	4.7	5.4
Q15. 醫護人員有沒有告訴你回家後仍小心注意什麼危險徵狀？	4.7	6.0	7.2	2.5	6.5	5.8	5.9
Q16. 醫生或護士有沒有向你家人或照顧你的人提供有關的資料去幫助你康復照顧你？	0.6	4.6	7.1	6.5	6.1	1.0	5.2
整體印象							
Q17. 總括而言，你覺得住院期間有沒有受到尊重？	9.1	9.5	9.9	0.8	9.7	9.7	9.4
Q18. 你怎樣評價醫生對你的治理？	6.7	7.1	7.7	1.0	7.1	7.5	6.9
Q19. 你怎樣評價護士對你的護理 / 照顧？	6.7	7.2	7.7	1.0	7.4	7.5	7.0
Q20. 你怎樣評價醫護助理對你的護理 / 照顧？	6.3	7.0	7.7	1.4	7.2	7.5	6.7
Q21. 整體而言，你對你接受的診治及護理成績怎樣？	6.5	7.0	7.7	1.2	7.2	7.5	6.8
整體病人經驗							
Q22. 如果要你對整體住院經驗作出一個總評分，請問你會給予多少分？	7.5	7.8	8.2	0.7	8.0	7.7	7.6

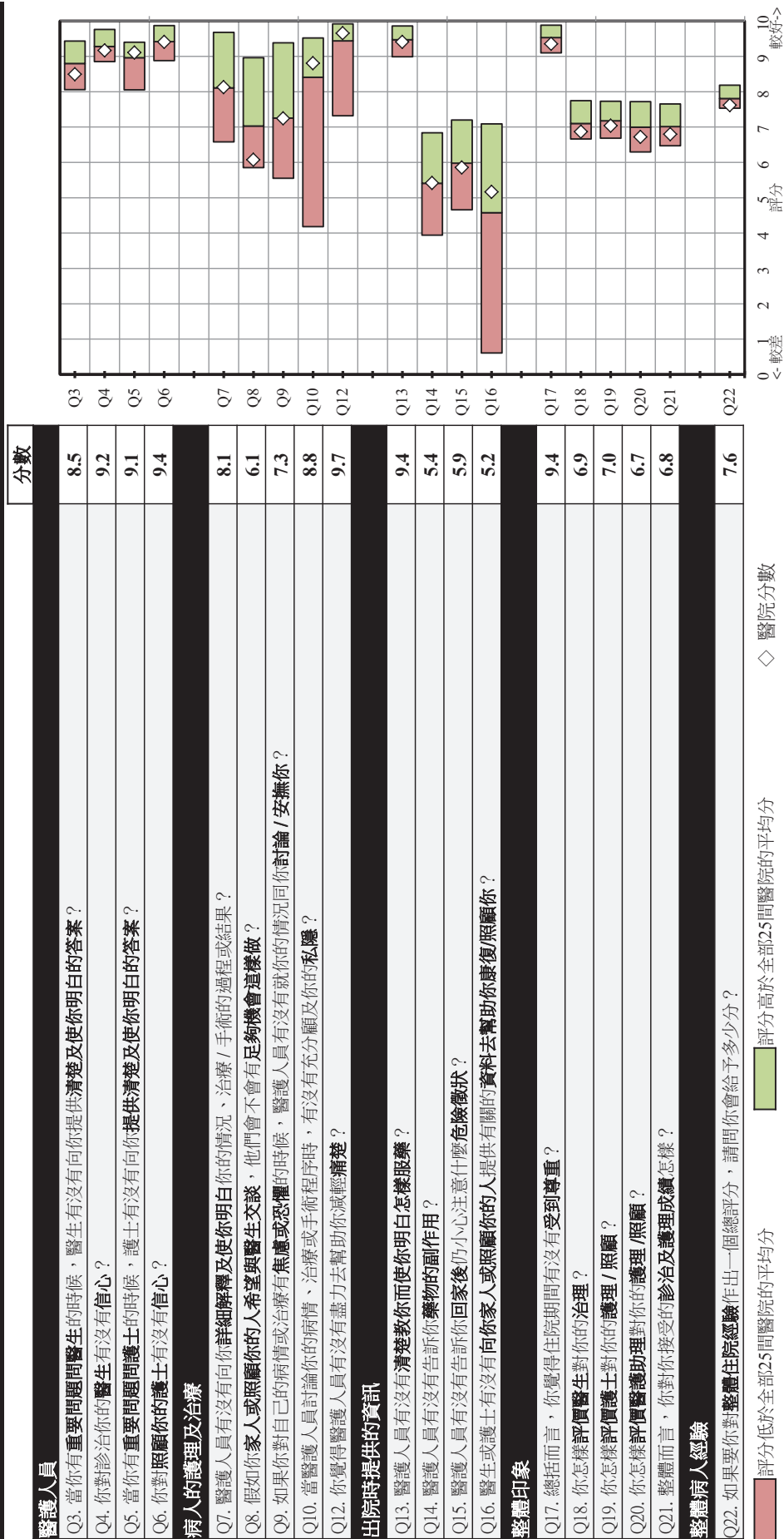
九龍東聯網 - 靈實醫院



九龍東聯網 - 將軍澳醫院



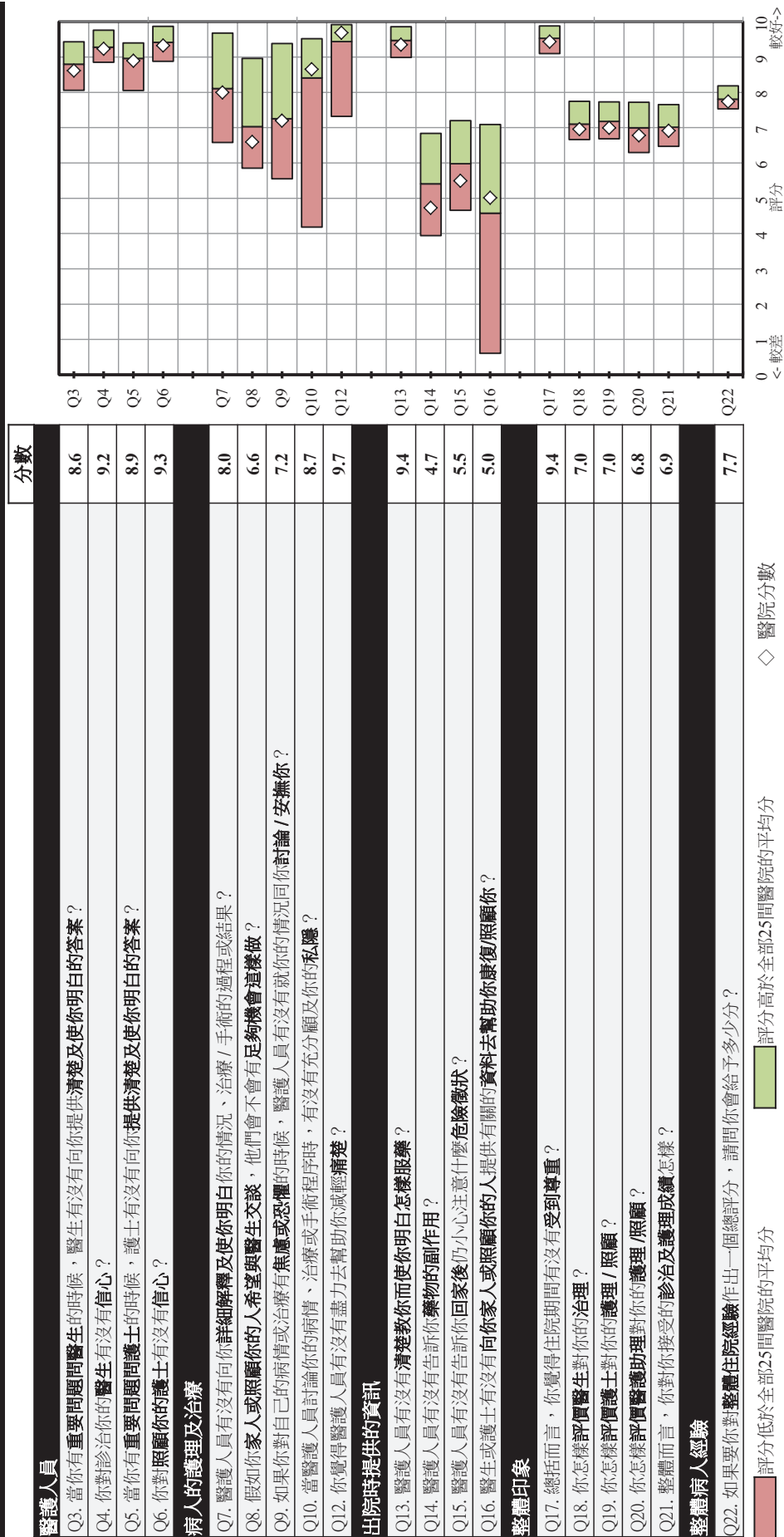
九龍東聯網 - 基督教聯合醫院



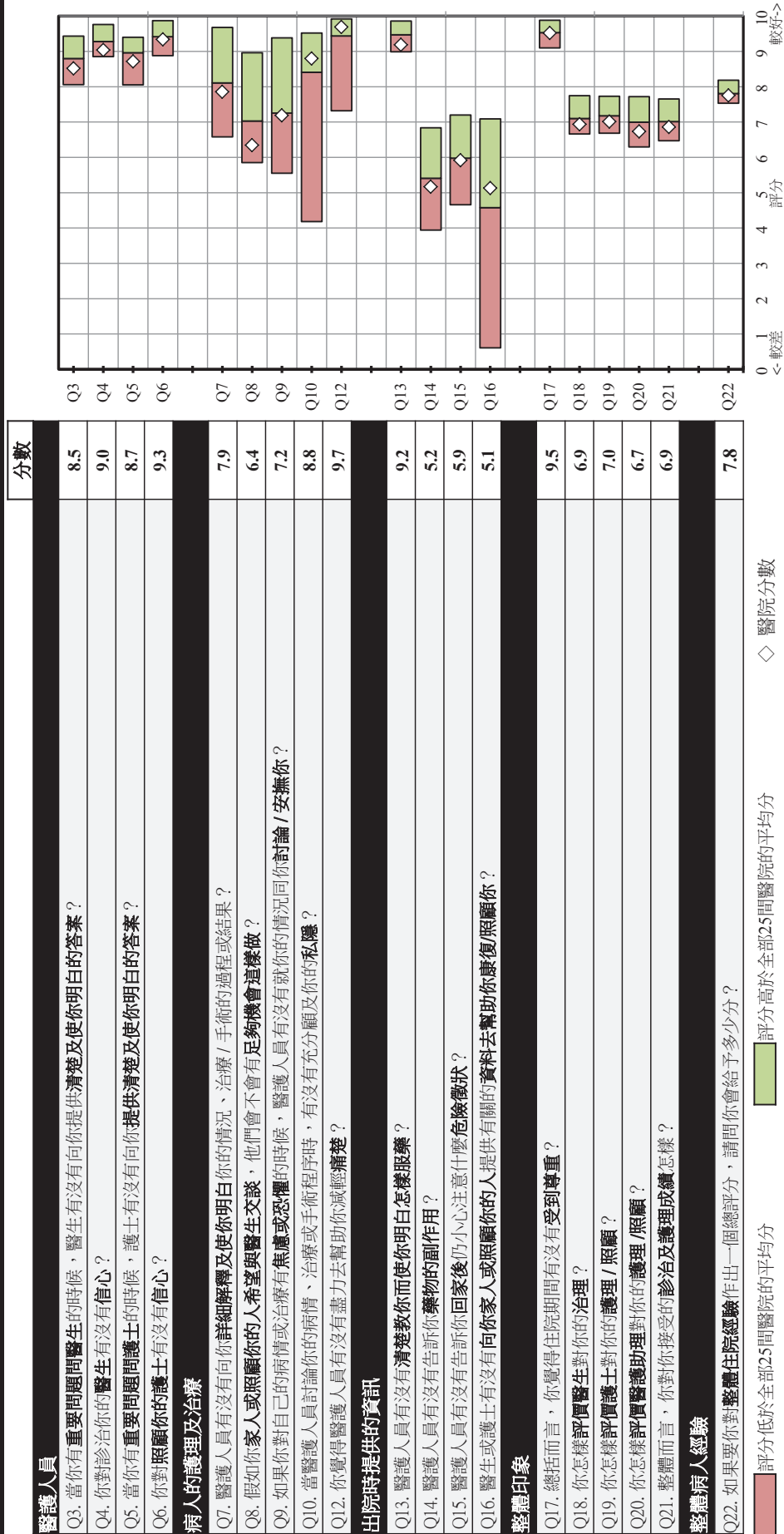
九龍西聯網

	整體評分				九龍西				
	最低	平均分	最高	(範圍)	明愛醫院	廣德醫院	聖母醫院	黃大仙醫院	仁濟醫院
醫護人員									
Q3. 當你有重要問題問醫生的時候，醫生有沒有向你提供清楚及使你明白的答案？	8.1	8.8	9.4	1.3	8.6	8.5	9.4	9.3	8.8
Q4. 你對診治你的醫生有沒有信心？	8.9	9.3	9.8	0.9	9.2	9.0	9.8	9.3	9.2
Q5. 當你有重要問題問護士的時候，護士有沒有向你提供清楚及使你明白的答案？	8.1	9.0	9.4	1.3	8.9	8.7	8.7	9.2	8.5
Q6. 你對照顧你的護士有沒有信心？	8.9	9.4	9.9	1.0	9.3	9.3	9.6	9.3	9.4
病人的護理及治療									
Q7. 醫護人員有沒有向你詳細解釋及使你明白你的情況、治療 / 手術的過程或結果？	6.6	8.1	9.7	3.1	8.0	7.9	9.7	8.1	7.0
Q8. 假如你家人或照顧你的人希望與醫生交談，他們會不會有足夠機會這樣做？	5.9	7.0	9.0	3.1	6.6	6.4	9.0	7.8	6.0
Q9. 如果你對自己的病情或治療有焦慮或恐懼的時候，醫護人員有沒有就你的情況同你討論 / 安撫你？	5.6	7.3	9.4	3.8	7.2	7.2	8.5	5.6	6.1
Q10. 當醫護人員討論你的病情、治療或手術程序時，有沒有充分顧及你的私隱？	4.2	8.4	9.5	5.3	8.7	8.8	5.6	7.7	4.2
Q12. 你覺得醫護人員有沒有盡力去幫助你減輕痛楚？	7.3	9.4	9.9	2.6	9.7	9.7	9.3	9.4	9.7
出院時提供的資訊									
Q13. 醫護人員有沒有清楚教你而使你明白怎樣服藥？	9.0	9.5	9.9	0.9	9.4	9.2	9.9	9.7	9.4
Q14. 醫護人員有沒有告訴你藥物的副作用？	3.9	5.4	6.8	2.9	4.7	5.2	4.7	6.8	4.6
Q15. 醫護人員有沒有告訴你回家後仍小心注意什麼危險徵狀？	4.7	6.0	7.2	2.5	5.5	5.9	6.1	4.7	5.2
Q16. 醫生或護士有沒有向你家人或照顧你的人提供有關的資料去幫助你康復照顧你？	0.6	4.6	7.1	6.5	5.0	5.1	1.0	2.2	4.4
整體印象									
Q17. 總括而言，你覺得住院期間有沒有受到尊重？	9.1	9.5	9.9	0.8	9.4	9.5	9.9	9.4	9.3
Q18. 你怎樣評價醫生對你的治理？	6.7	7.1	7.7	1.0	7.0	6.9	7.7	7.4	6.8
Q19. 你怎樣評價護士對你的護理 / 照顧？	6.7	7.2	7.7	1.0	7.0	7.0	7.7	7.4	6.9
Q20. 你怎樣評價醫護助理對你的護理 / 照顧？	6.3	7.0	7.7	1.4	6.8	6.7	7.7	7.3	6.7
Q21. 整體而言，你對你接受的診治及護理成績怎樣？	6.5	7.0	7.7	1.2	6.9	6.9	7.7	7.3	6.6
整體病人經驗									
Q22. 如果你對整體住院經驗作出一個總評分，請問你會給予多少分？	7.5	7.8	8.2	0.7	7.7	7.8	8.2	7.9	7.7

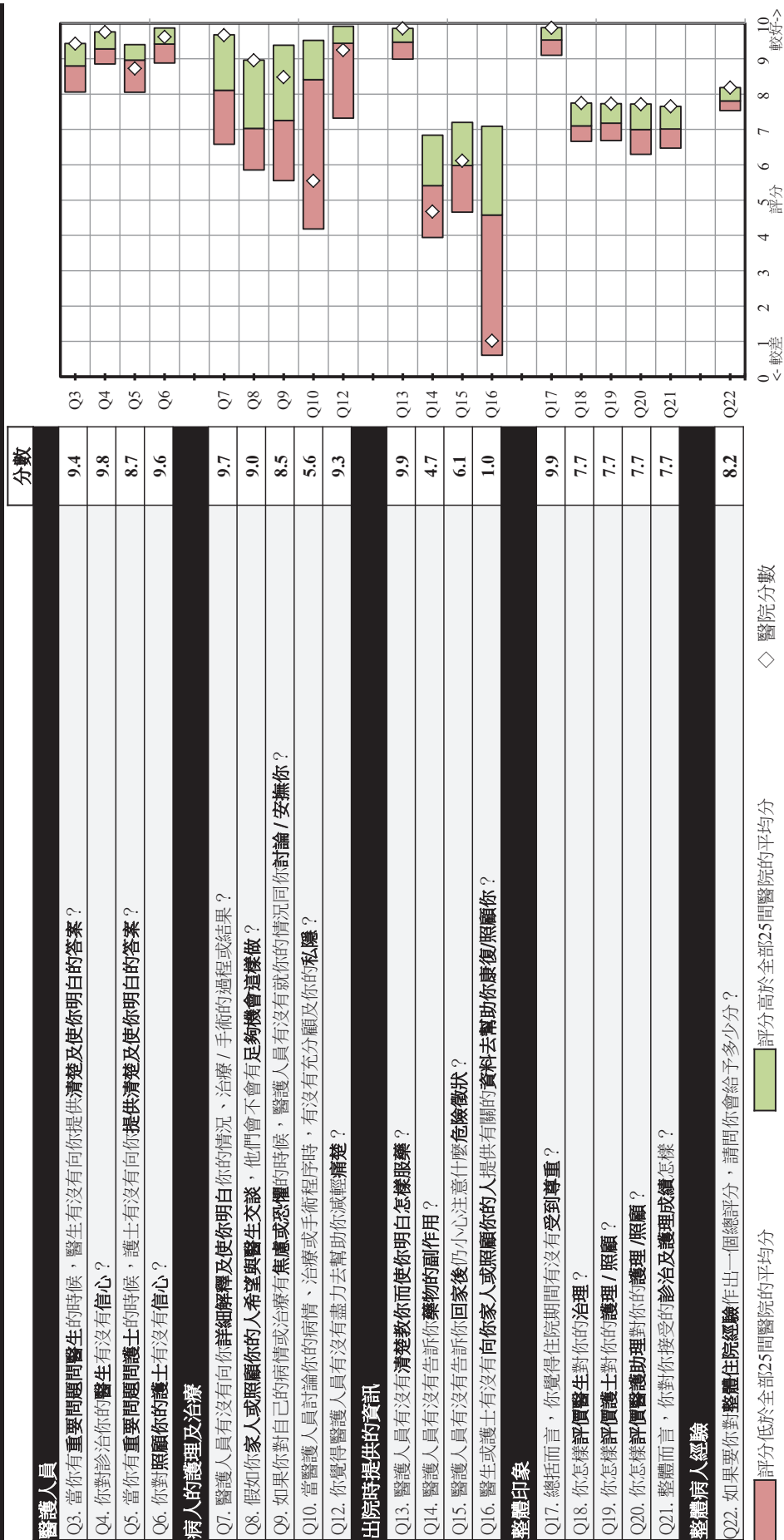
九龍西聯網 - 明愛醫院



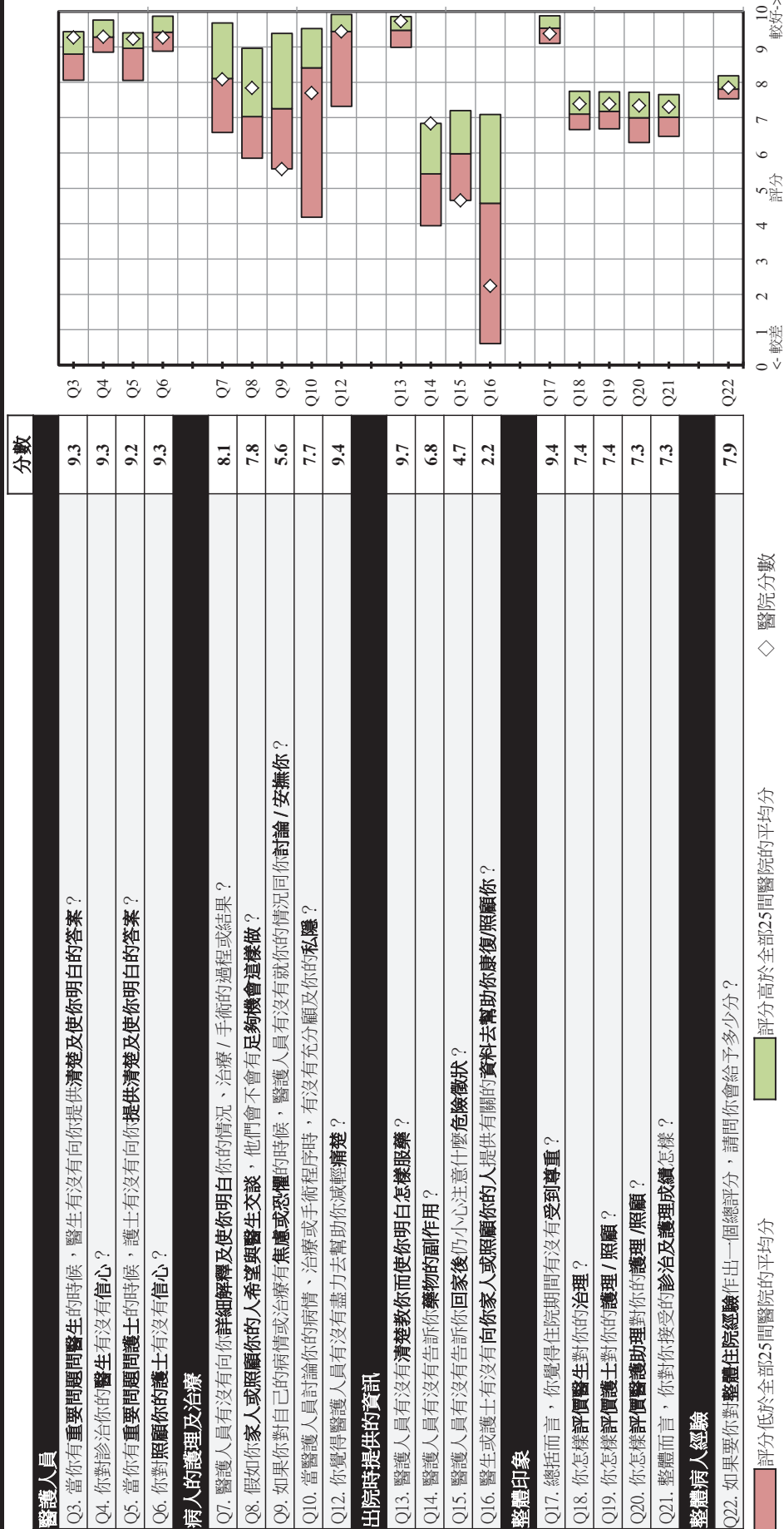
九龍西聯網 - 廣華醫院



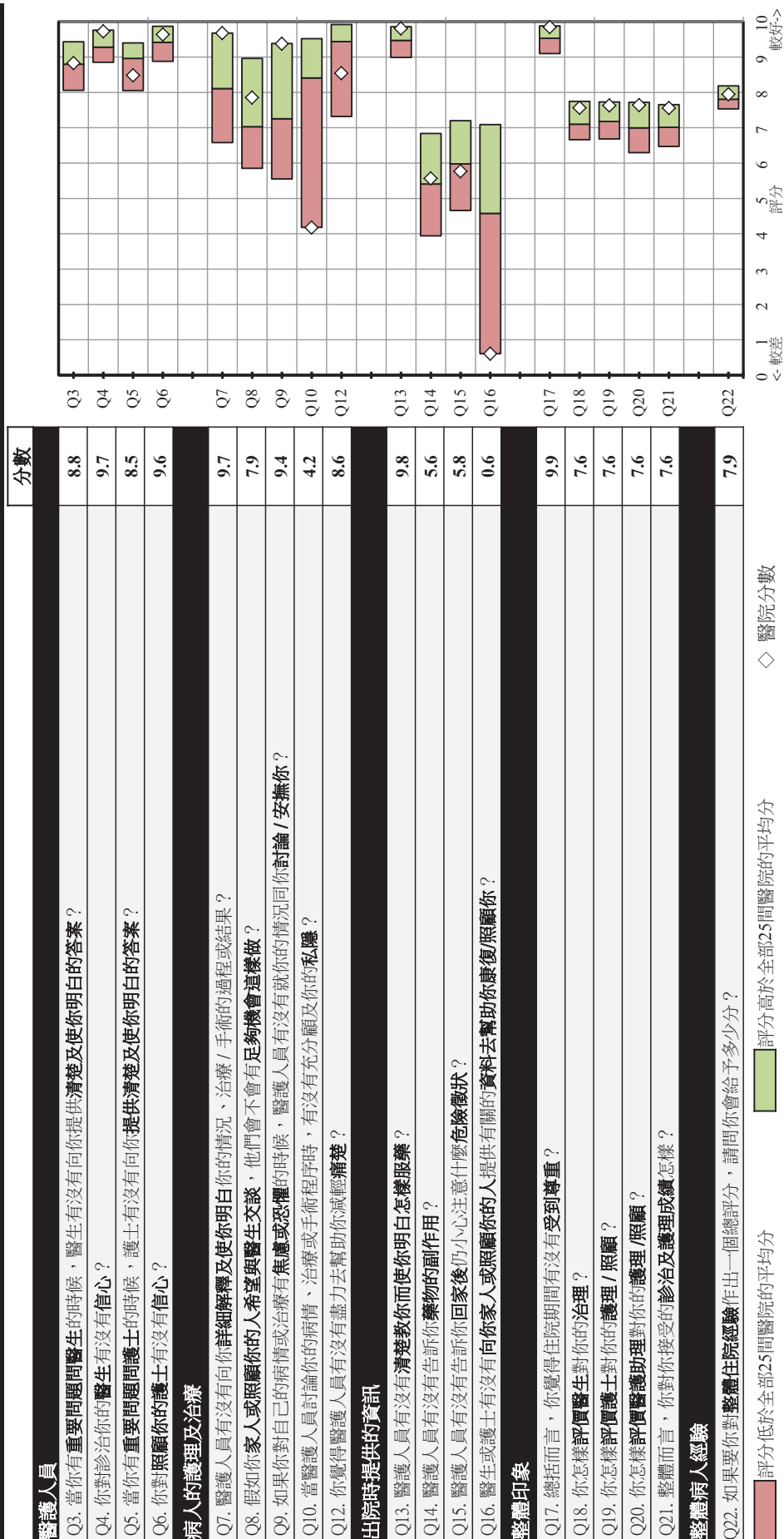
九龍西聯網 - 聖母醫院



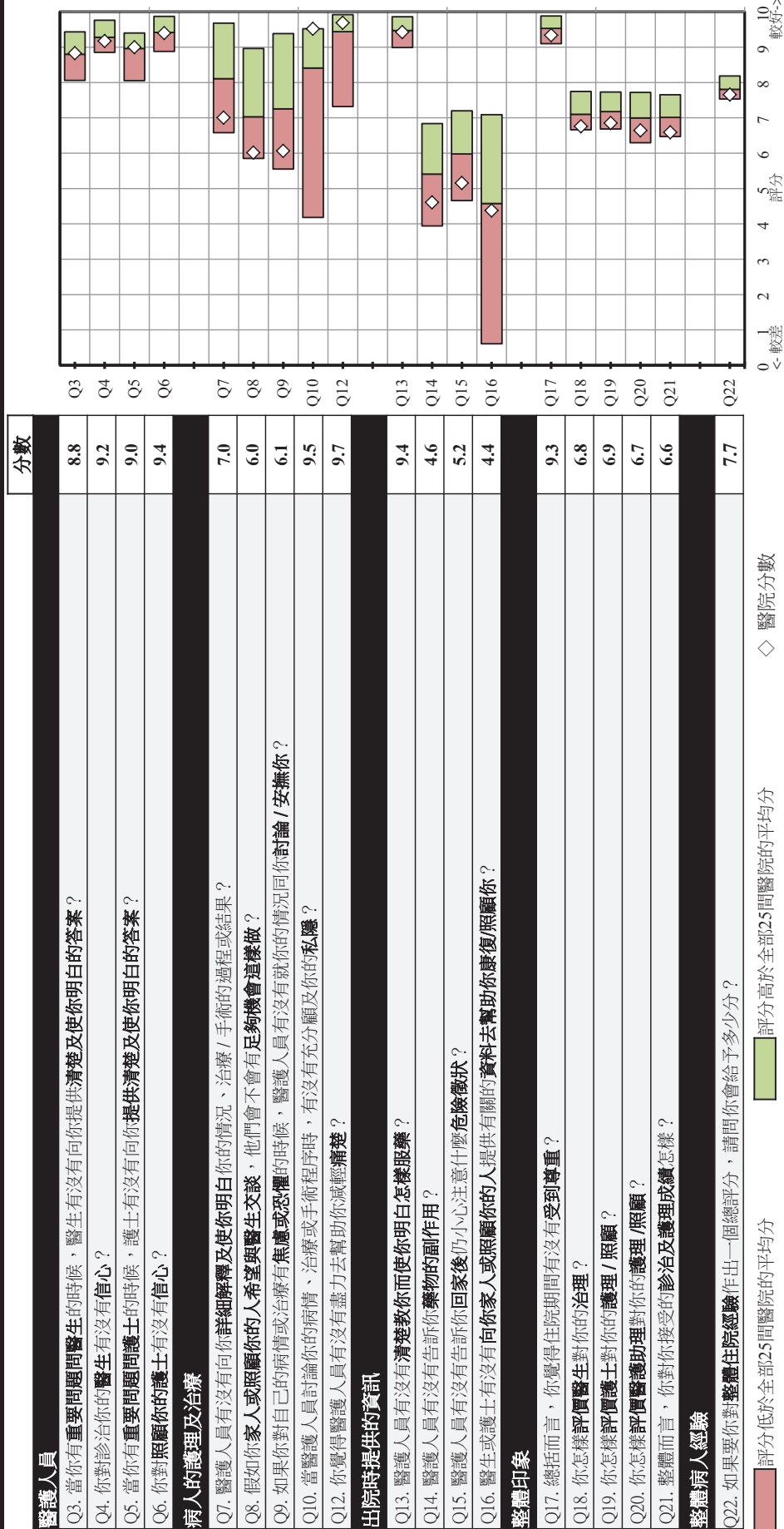
九龍西聯網 - 瑪嘉烈醫院



九龍西聯網 - 黃大仙醫院



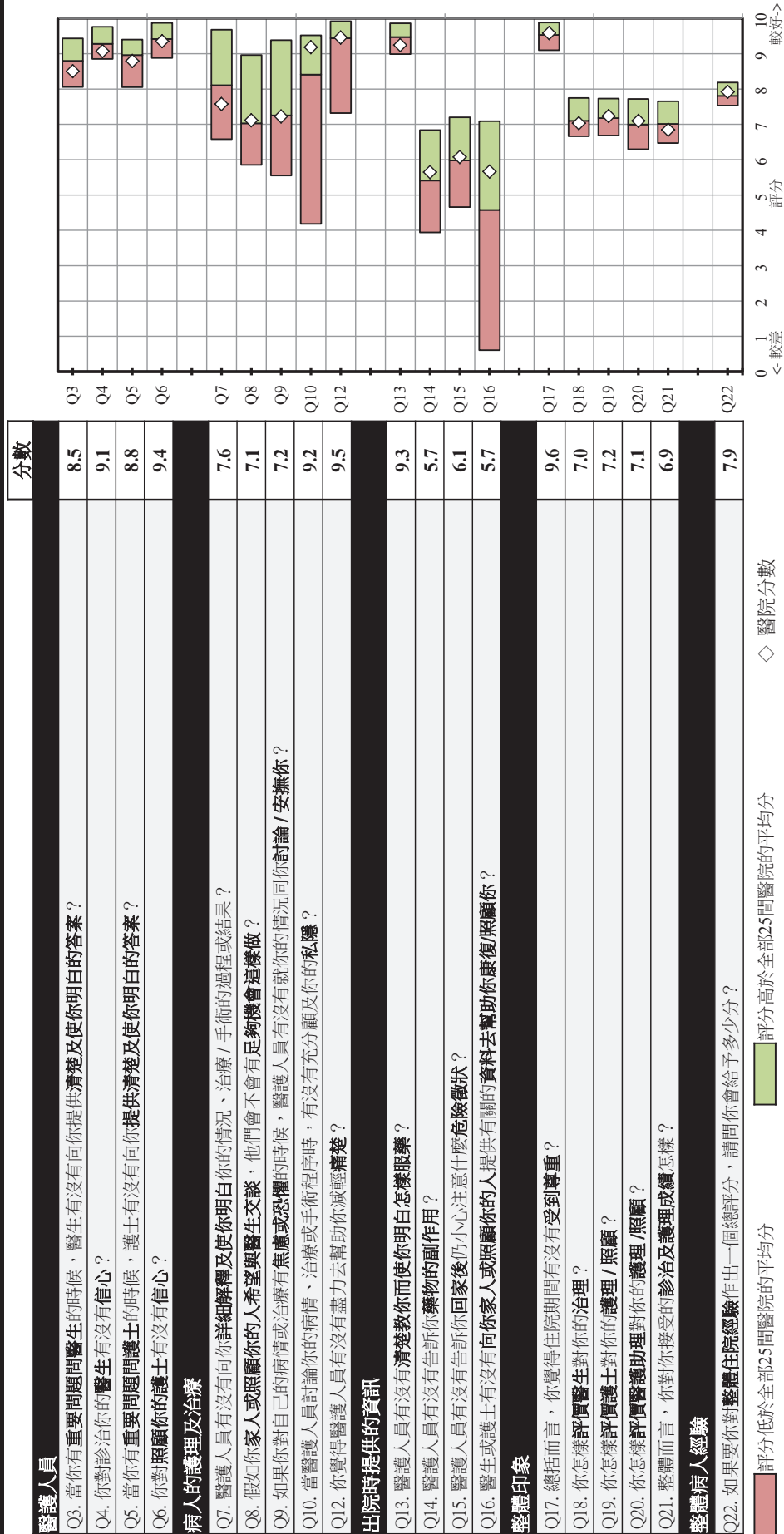
九龍西聯網 - 仁濟醫院



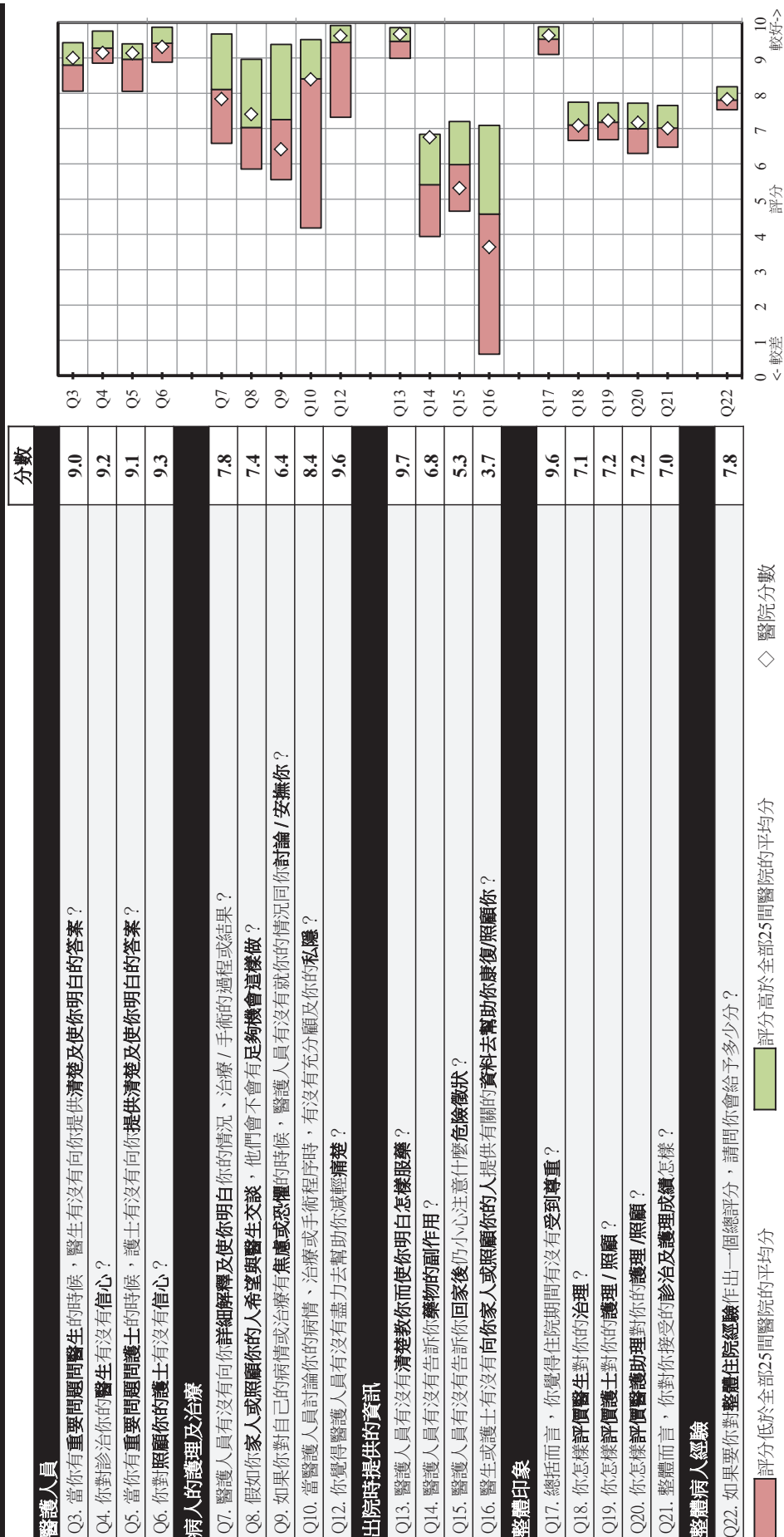
新界東聯網

	整體評分				新界東				
	最低	平均分	最高	(範圍)	雅麗氏 何妙齡 那打素 醫院	北區 醫院	威爾斯 親王 醫院	沙田 醫院	大埔 醫院
醫護人員									
Q3. 當你有重要問題問醫生的時候，醫生有沒有向你提供清楚及使你明白的答案？	8.1	8.8	9.4	1.3	8.5	9.0	9.0	8.7	9.0
Q4. 你對診治你的醫生有沒有信心？	8.9	9.3	9.8	0.9	9.1	9.2	9.3	9.1	9.4
Q5. 當你有重要問題問護士的時候，護士有沒有向你提供清楚及使你明白的答案？	8.1	9.0	9.4	1.3	8.8	9.1	9.2	9.0	9.1
Q6. 你對照顧你的護士有沒有信心？	8.9	9.4	9.9	1.0	9.4	9.3	9.5	9.3	9.4
病人的護理及治療									
Q7. 醫護人員有沒有向你詳細解釋及使你明白你的情況、治療 / 手術的過程或結果？	6.6	8.1	9.7	3.1	7.6	7.8	8.3	7.7	6.6
Q8. 假如你家人或照顧你的人希望與醫生交談，他們會不會有足夠機會這樣做？	5.9	7.0	9.0	3.1	7.1	7.4	6.5	7.7	7.6
Q9. 如果你對自己的病情或治療有焦慮或恐懼的時候，醫護人員有沒有就你的情況同你討論 / 安撫你？	5.6	7.3	9.4	3.8	7.2	6.4	7.4	7.9	7.0
Q10. 當醫護人員討論你的病情、治療或手術程序時，有沒有充分顧及你的私隱？	4.2	8.4	9.5	5.3	9.2	8.4	9.1	9.0	8.4
Q12. 你覺得醫護人員有沒有盡力去幫助你減輕痛楚？	7.3	9.4	9.9	2.6	9.5	9.6	9.4	9.9	9.8
出院時提供的資訊									
Q13. 醫護人員有沒有清楚教你而使你明白怎樣服藥？	9.0	9.5	9.9	0.9	9.3	9.7	9.3	9.4	9.4
Q14. 醫護人員有沒有告訴你藥物的副作用？	3.9	5.4	6.8	2.9	5.7	6.8	5.7	6.4	5.0
Q15. 醫護人員有沒有告訴你回家後仍小心注意什麼危險徵狀？	4.7	6.0	7.2	2.5	6.1	5.3	6.0	7.2	5.6
Q16. 醫生或護士有沒有向你家人或照顧你的人提供有關的資料去幫助你康復照顧你？	0.6	4.6	7.1	6.5	5.7	3.7	5.2	6.2	3.7
整體印象									
Q17. 總括而言，你覺得住院期間有沒有受到尊重？	9.1	9.5	9.9	0.8	9.6	9.6	9.6	9.5	9.1
Q18. 你怎樣評價醫生對你的治理？	6.7	7.1	7.7	1.0	7.0	7.1	7.2	7.1	7.1
Q19. 你怎樣評價護士對你的護理 / 照顧？	6.7	7.2	7.7	1.0	7.2	7.2	7.2	7.1	7.2
Q20. 你怎樣評價醫護助理對你的護理 / 照顧？	6.3	7.0	7.7	1.4	7.1	7.2	7.0	7.0	7.1
Q21. 整體而言，你對你接受的診治及護理成績怎樣？	6.5	7.0	7.7	1.2	6.9	7.0	7.1	6.9	6.9
整體病人經驗									
Q22. 如果你對整體住院經驗作出一個總評分，請問你會給予多少分？	7.5	7.8	8.2	0.7	7.9	7.8	7.8	7.7	7.8

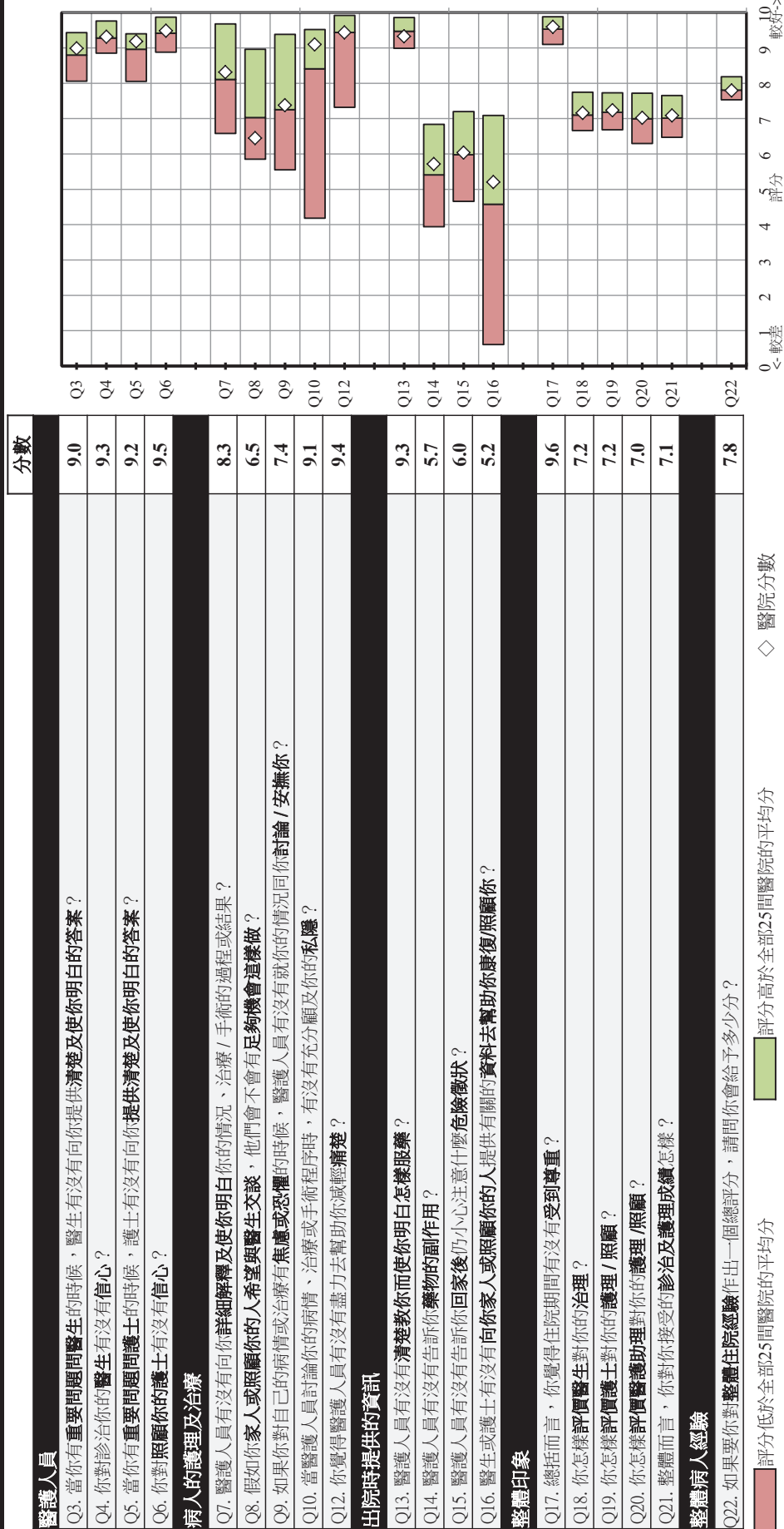
新界東聯網 - 雅麗氏何妙齡那打素醫院



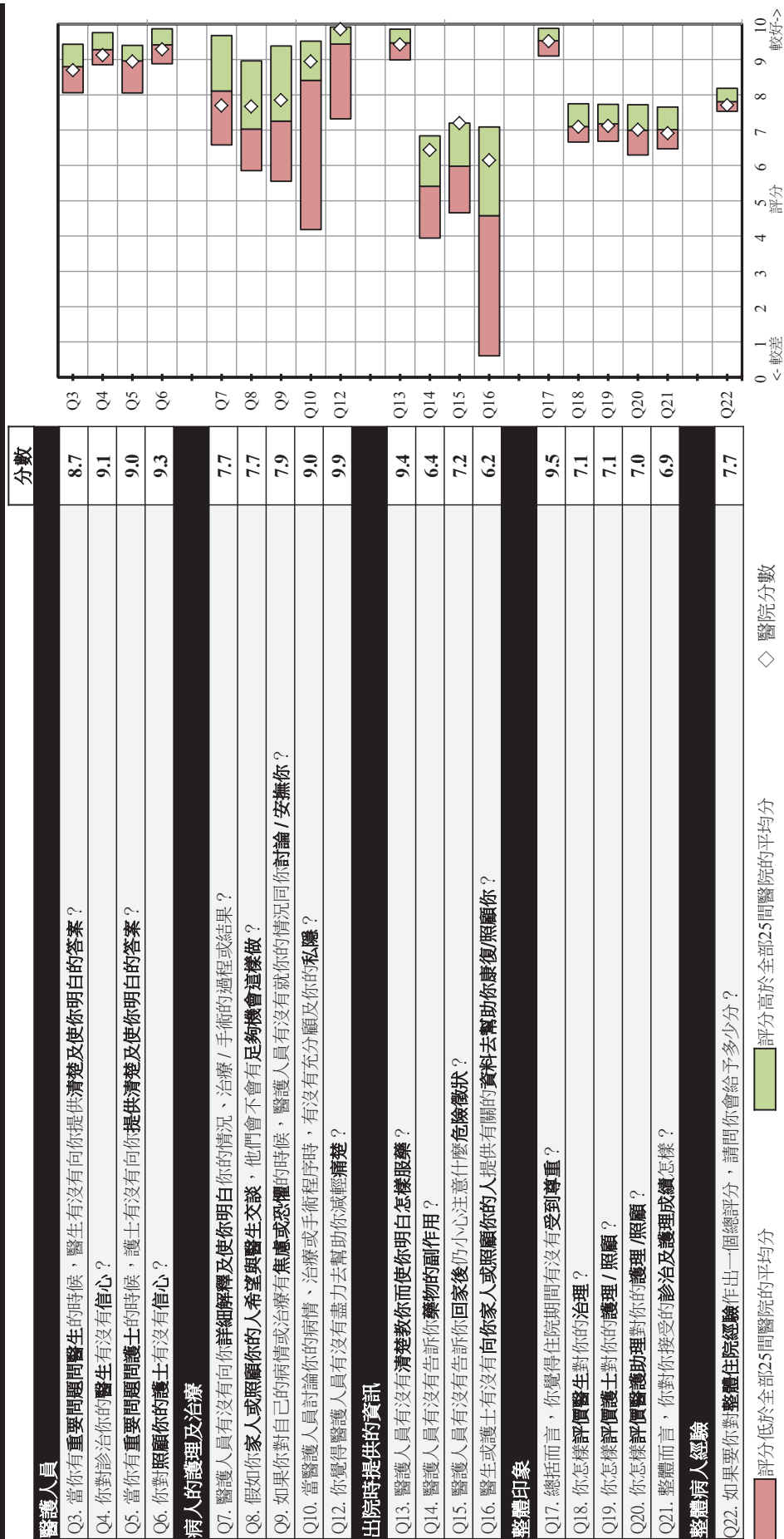
新界東聯網 - 北區醫院



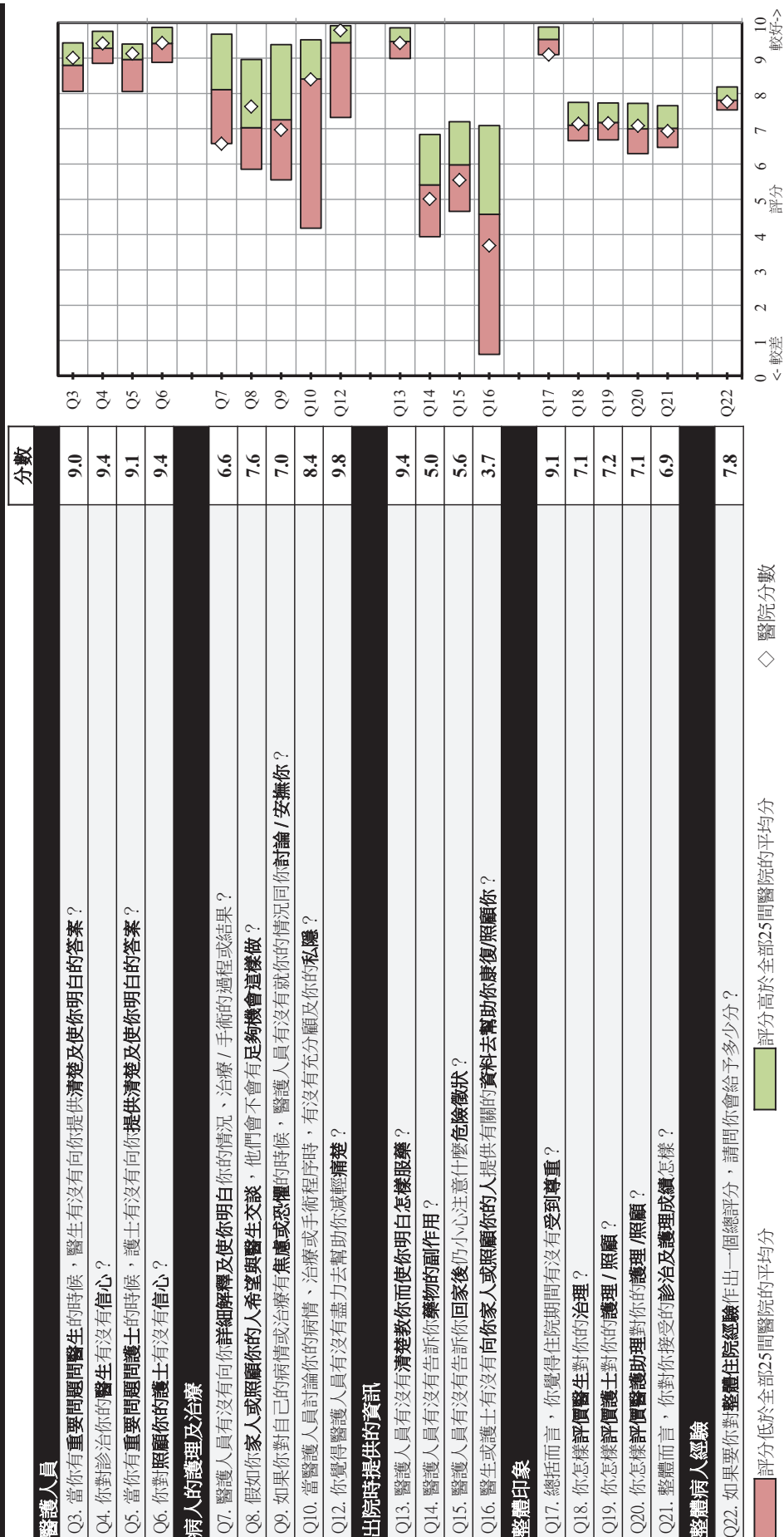
新界東聯網 - 威爾斯親王醫院



新界東聯網 - 沙田醫院



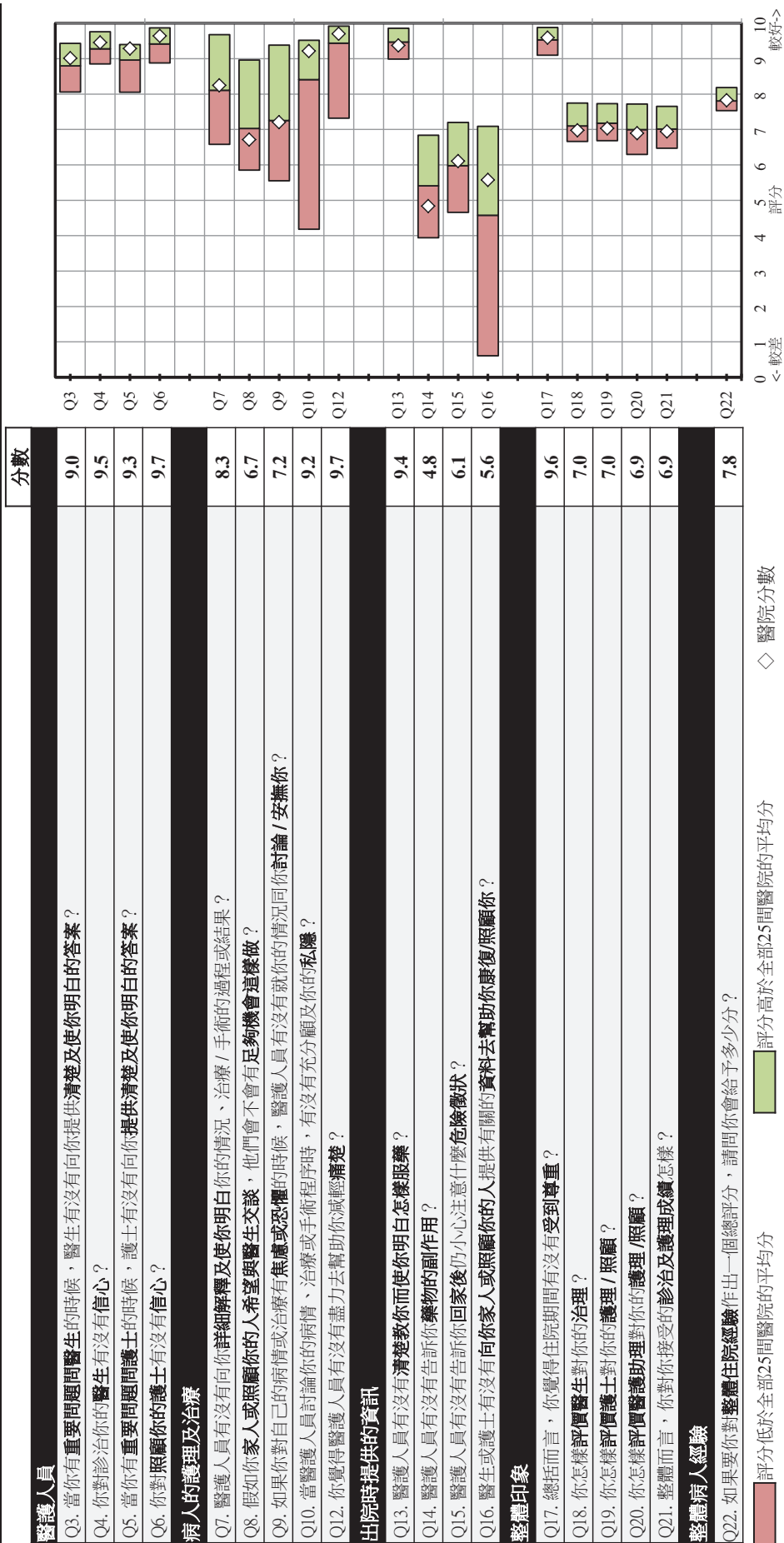
新界東聯網 - 大埔醫院



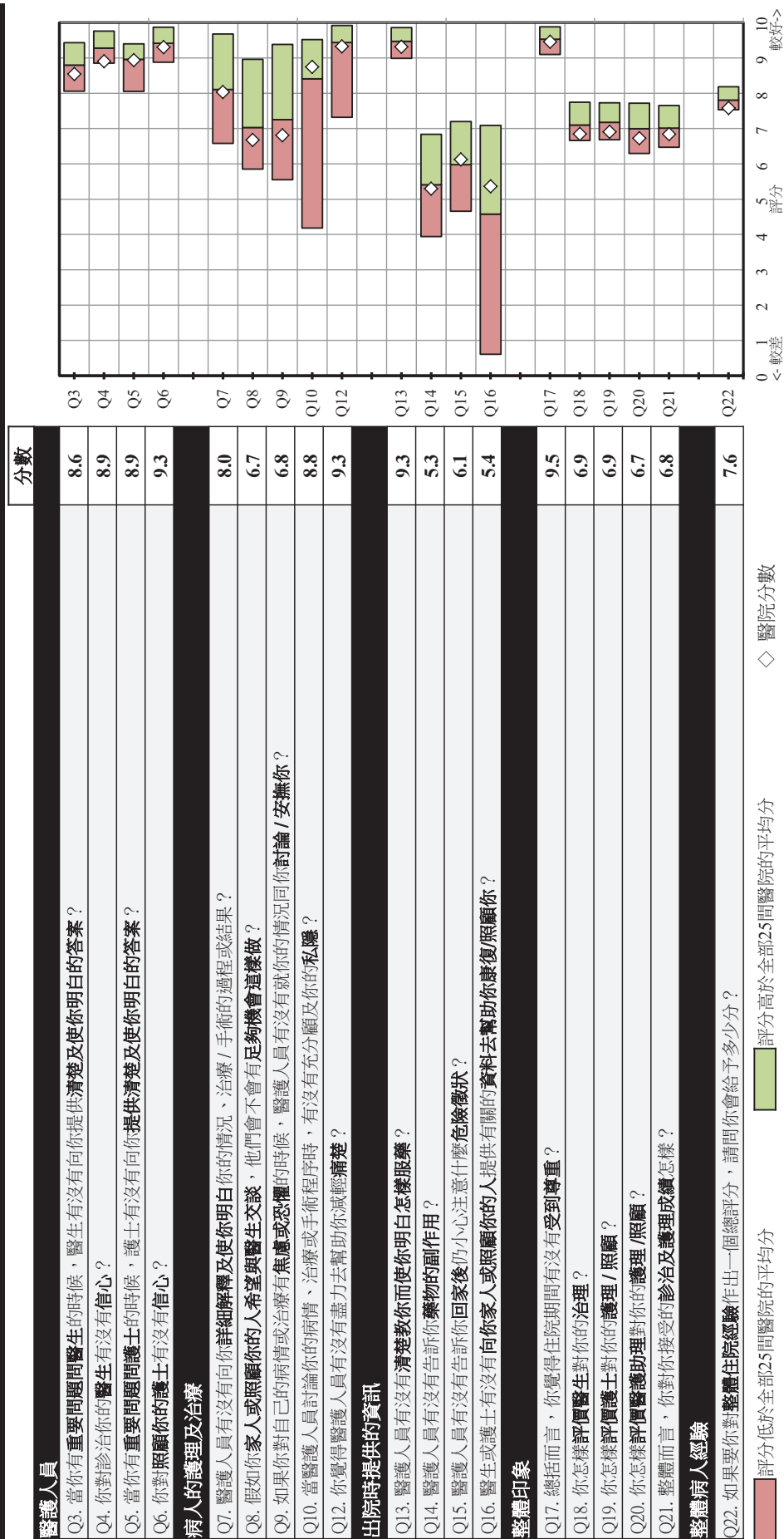
新界西聯網

	整體評分				新界西	
	最低	平均分	最高	(範圍)	博愛醫院	屯門醫院
醫護人員						
Q3. 當你有重要問題問醫生的時候，醫生有沒有向你提供清楚及使你明白的答案？	8.1	8.8	9.4	1.3	9.0	8.6
Q4. 你對診治你的醫生有沒有信心？	8.9	9.3	9.8	0.9	9.5	8.9
Q5. 當你有重要問題問護士的時候，護士有沒有向你提供清楚及使你明白的答案？	8.1	9.0	9.4	1.3	9.3	8.9
Q6. 你對照顧你的護士有沒有信心？	8.9	9.4	9.9	1.0	9.7	9.3
病人的護理及治療						
Q7. 醫護人員有沒有向你詳細解釋及使你明白你的情況、治療 / 手術的過程或結果？	6.6	8.1	9.7	3.1	8.3	8.0
Q8. 假如你家人或照顧你的人希望與醫生交談，他們會不會有足夠機會這樣做？	5.9	7.0	9.0	3.1	6.7	6.7
Q9. 如果你對自己的病情或治療有焦慮或恐懼的時候，醫護人員有沒有就你的情況同你討論 / 安撫你？	5.6	7.3	9.4	3.8	7.2	6.8
Q10. 當醫護人員討論你的病情、治療或手術程序時，有沒有充分顧及你的私隱？	4.2	8.4	9.5	5.3	9.2	8.8
Q12. 你覺得醫護人員有沒有盡力去幫助你減輕痛楚？	7.3	9.4	9.9	2.6	9.7	9.3
出院時提供的資訊						
Q13. 醫護人員有沒有清楚教你而使你明白怎樣服藥？	9.0	9.5	9.9	0.9	9.4	9.3
Q14. 醫護人員有沒有告訴你藥物的副作用？	3.9	5.4	6.8	2.9	4.8	5.3
Q15. 醫護人員有沒有告訴你回家後仍小心注意什麼危險徵狀？	4.7	6.0	7.2	2.5	6.1	6.1
Q16. 醫生或護士有沒有向你家人或照顧你的人提供有關的資料去幫助你康復照顧你？	0.6	4.6	7.1	6.5	5.6	5.4
整體印象						
Q17. 總括而言，你覺得住院期間有沒有受到尊重？	9.1	9.5	9.9	0.8	9.6	9.5
Q18. 你怎樣評價醫生對你的治理？	6.7	7.1	7.7	1.0	7.0	6.9
Q19. 你怎樣評價護士對你的護理 / 照顧？	6.7	7.2	7.7	1.0	7.0	6.9
Q20. 你怎樣評價醫護助理對你的護理 / 照顧？	6.3	7.0	7.7	1.4	6.9	6.7
Q21. 整體而言，你對你接受的診治及護理成績怎樣？	6.5	7.0	7.7	1.2	6.9	6.8
整體病人經驗						
Q22. 如果你對整體住院經驗作出一個總評分，請問你會給予多少分？	7.5	7.8	8.2	0.7	7.8	7.6

新界西聯網 - 博愛醫院



新界西聯網 - 屯門醫院





醫院管理局
HOSPITAL
AUTHORITY

September 2016