

Newsletter



Welcome to 2023!

We hope you all had a very Merry Christmas and a Happy New Year. We are all very excited for the year ahead. As you may have seen, we have some beautiful new facilities thanks to the renovations that occurred over Christmas.

We have had a busy start to the year as we have commenced our accreditation prep for our upcoming audit on the 27th and 28th of February! - stay tuned for updates.





**OVARIAN
CANCER
AUSTRALIA**

February 2023 is Ovarian Cancer Awareness month.

This year they are aiming to:

Educate: Only 31% of Australians know that ovarian cancer has the poorest survival rate of any female cancer in Australia. This devastating disease suffers from a lack of awareness and progress, we will continue to spread evidence based information every Australian should know about this disease.

Advocate: on behalf of those impacted by ovarian cancer for more research funding, better laws and policies, greater access to affordable treatment options and ultimately better outcomes for all those affected.

Elevate: the voices of women impacted by this disease by sharing their stories, their real life experiences and getting these stories in front of as many eyes and ears as possible.

And of course raise money! - if you would like to get involved this year please head over to:
<https://www.ovariancancer.net.au/page/155/ovarian-cancer-awareness-month>



**Charlestown
Private Hospital**
**Hunter
Eye Hospital**

January 2023

PATIENT FEEDBACK



There are multiple avenues for feedback to be given/received here at Charlestown Private Hospital:

- Our online website offers an online survey and contact details should you wish to submit any feedback via email or phone
- Each patient has a Cemplicity survey sent to their email address post-operative
- Consumer feedback forms are available and there is a suggestions box in main waiting area.

If you would like to attain further information on how you can have your say, please see Reception or ask for our Patient Experience Champions Stephanie Gaffney or Sophie Richardson! Our Cemplicity program allows us to give feedback to our staff in a timely manner, boosting our staff experience. Whilst, assisting us to identify any areas of improvement in our service. This program displays our responses through Net Promoter Scores. A Net Promoter Score is a score between 0-100, with 0 being a poor score and 100 being an excellent score. This program provides an overall Net Promoter Score for several categories relating to the patient experience. This overall score is derived from the individual scores (from 0-10) given by our patients for each question within the applicable category. Respondents are grouped as follows:

- Promoters (score 9-10) - Our goal is to have as many promoters as possible!
- Passives (score 7-8)
- Detractors (score 0-6)

The following are our Net Promoter Scores:



OVERALL QUALITY OF CARE

We achieved a score of 97 meaning most scores within this category were between 9-10 with some scores between 7-8.



STAFF COMMUNICATED WELL

We achieved a score of 97 meaning most scores within this category were between 9-10 with some scores between 7-8.



FELT SAFE IN THE HOSPITAL

We achieved a score of 99 meaning most our scores within this category were between 9-10 with some scores between 7-8.



OVERALL NET PROMOTER SCORE FOR JUNE 2022

We achieved a score of 79 meaning the majority of our scores within each category were between 7-8.

What have we done to improve?

- We have updated our pre-op process to ensure the new patient flow is communicated
- Clinical team are encouraged to notify patients and their carers of any substantial wait periods