

# Measuring Consumer Experience

Between January and March 2021, 378 patients were interviewed by SA Health two months after discharge from the RAH & TQEH. Their responses were analysed to measure hospital performance as part of the [South Australian Consumer Experience Surveillance System \(SACESS\)](#) Survey.



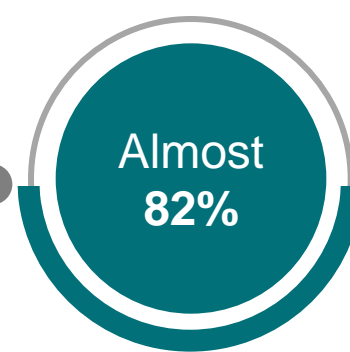
of respondents felt their views and concerns were listened to.



of respondents felt their individual needs were met



of respondents felt cared for.



of respondents felt they were involved in decisions about their care and treatment.



of respondents were kept informed as much as they wanted about their care..



of respondents felt that staff involved in their care communicated with each other.



of respondents received pain relief that met their needs



of respondents felt confident in the safety of their treatment and care



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



of respondents would recommend their hospital to a friend or relative