



Patient Experience Survey

Summary of High Level Results

Survey Reporting Period: January to December 2010

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To view the Patient Experience Survey Portal online go to the NSW Health Patient Survey link on the home page of your local intranet  or select www.plenari.com/doh/NSW_HEALTH.php

Table of Contents

Survey Introduction.....	2
Project changes since 2009	2
Information about monthly and annual surveying	2
Changes to reporting scores from 2010 onwards	3
Key Dates and Survey Communications:.....	3
Key Definitions	4
Information about the High Level Results Report.....	5
Information about Weighting and Statistical Validity	6
Information about Sample Sizes and Confidence Intervals	6
Information about Statistically Significant Differences.....	7
Information about minor differences in reported figures due to rounding	7
Overall Summary: Overall Care and Advocacy: 2007 to December 2010.....	8
Overnight Inpatients: Overall Care, Advocacy and Key Drivers of Overall Care: 2007 to December 2010	9
Day Only Inpatients: Overall Care, Advocacy and Key Drivers of Overall Care: 2007 to December 2010.....	13
Non-Admitted Emergency Patients: Overall Care, Advocacy and Key Drivers of Overall Care: 2007 to December 2010	17
Outpatients: Overall Care, Advocacy and Key Drivers of Overall Care: 2007 to February 2010.....	21
Mental Health Inpatients: Overall Care, Advocacy and Key Drivers of Overall Care: 2007 to February 2010	25
Mental Health Outpatients: Overall Care, Advocacy and Key Drivers of Overall Care: 2007 to February 2010*	28
Paediatric Inpatients: Overall Care, Advocacy and Key Drivers of Overall Care: 2007 to December 2010	31
Adult Rehabilitation Inpatients: Overall Care, Advocacy and Key Drivers of Overall Care: 2007 to December 2010	35
Community Health Patients: Overall Care, Advocacy and Key Drivers of Overall Care: 2007 to February 2010	39
Appendix One: Detailed information about the number of completed surveys	43

Survey Introduction

NSW Health has conducted a comprehensive statewide patient survey since 2007. The survey is conducted to gain information from patients across NSW about their experiences with healthcare services.

The survey is one of several strategies being used by NSW Health to gain a picture of patient and carer experience and to aid in NSW public health service improvement. Other strategies include patient and carers' interviews which occur at the Local Health Network and facility level and other specific surveys like MH-COPES.

The public health organisations that participate in the survey process include the 15 Local Health Networks as well as St Vincent's and Sydney Children's Hospital network. NSW Justice Health and the NSW Ambulance Service are not included as they carry out separate customer surveys and benchmarking activities with other like-organisations.

Over the course of the survey, questionnaires are posted to patients who classified within one of the following patient categories:

1. Overnight Inpatients (OI);
2. Day Only Inpatients (DI);
3. Non-Admitted Emergency Patients (EP);
4. Outpatients (OP);
5. Mental Health Inpatients (MHI) [2007, 2010 Onwards];
6. Mental Health Outpatients (MHO) [2010 Onwards];
7. Paediatric Inpatients (PI);
8. Adult Rehabilitation Inpatients (RI); and
9. Community Health Patients (CH)

To achieve a greater understanding of the survey, information regarding the survey methodology has been provided below.

Project changes since 2009

Results are reported differently from 2010 onwards to ensure consistency of analysis and understanding. All results in the Patient Survey Portal from 2007 onwards have been recalculated using the 2010 methodology. As such, results from the Patient Survey Portal are not comparable with positive scores shown in the PDF reports received in previous years.

The Area Health Services were replaced with Local Health Networks in January 2011. All results in the Patient Survey Portal from 2007 onwards have been reformatted into Local Health Networks. At the time of production, some facilities, hospitals and services were not allocated to Local Health Networks; but to Clusters.

From time to time, hospitals and services shift Local Health Networks. Future reports will be updated to reflect these changes.

Information about monthly and annual surveying

Between 2007 and 2009, surveys were completed by patients who had accessed health care in February of that year. From 2010 the survey methodology has changed so that some patient categories are surveyed monthly.

The change has been made in response to Area Health Service requests for more frequent feedback on patient experience and will allow services to measure the progress of service improvement strategies as they are implemented.

As 2010 is the first year of the changed survey process it will mean that results are not strictly comparable to previous years (where all patients were February patients). However, data collected on a rolling monthly basis and reported quarterly will ultimately provide a truer reflection of patient experience across the full year and provide a meaningful resource for clinicians and managers.

Patient categories that have electronically available patient contact information are surveyed monthly. Categories that do not have electronically available patient contact information are surveyed annually. The following categories are surveyed monthly:

1. Overnight Inpatients (OI);
2. Day Only Inpatients (DI);
3. Non-Admitted Emergency Patients (EP)*;
4. Paediatric Inpatients (PI); and
5. Adult Rehabilitation Inpatients (RI)**.

The following categories are surveyed annually:

1. Non-Admitted Emergency Patients (EP)*
2. Outpatients (OP);
3. Mental Health Inpatients (MHI);
4. Mental Health Outpatients (MHO); and
5. Community Health Patients (CH).

*Due to a sampling error, the 2010 Non-Admitted Emergency Patients (EP) results will not be available until the annual findings are reported (late June 2011). Some Non-Admitted Emergency Patients are surveyed monthly, others annually.

**Adult Rehabilitation Inpatients: from 2010 onwards patients sent this survey have been treated in designated rehabilitation beds. This differs from previous years, so it is difficult to compare results at a hospital level.

Changes to reporting scores from 2010 onwards

Between 2007 and 2009, “positive scores” were reported as a combined score of “excellent”, “very good” and “good” for those questions using a five point scale. In 2010, this was modified to only include “excellent” and “very good” scores. This change was made to ensure consistency of reporting with the positive reporting of the questions using a three point scale and to provide hospitals and services with a more accurate reflection of where ‘very good’ and ‘excellent’ service exists.

Key Dates and Survey Communications:

Patients received up to three survey related communications, as listed below:

1. Mailing One: Each selected patient receives a questionnaire pack including a personalised covering letter, relevant questionnaire and reply-paid envelope. Patients are also offered a unique username and password to complete the survey online. Further, patients receive a Language other than English sheet that explains the nature of the survey in the most frequently used languages in New South Wales.

2. **Reminder Letter:** A reminder / thank you letter is sent to all selected patients to encourage participation. Further, this letter thanks patients who may have already completed the questionnaire. Patients are again offered a unique username and password to complete the survey online.
3. **Mailing Two:** Patients who have not returned the questionnaire, completed it online or opted out of the survey (via 1800 Helpline) are sampled to receive a second questionnaire. Each selected patient receives a questionnaire pack including a personalised covering letter, relevant questionnaire and reply-paid envelope. Patients are also offered a unique username and password to complete the survey online.

As outlined below, 36.8% of patients approached to participate in the survey between January and December 2010 participated. During this period, Day Only Inpatients were most likely to participate (48.4%) and Mental Health Outpatients were least likely (25.4%).

Survey Participation Rate: January to December 2010

	Approached	Completed	Participation Rate
Overnight Inpatients	33,236	14,441	43.4%
Day Only Inpatients	23,714	11,467	48.4%
Non-Admitted Emergency Patients*	44,176	14,142	32.0%
Outpatients*	20,341	7,047	34.6%
Mental Health Inpatients*	2,252	591	26.2%
Mental Health Outpatients*	4,937	1,252	25.4%
Paediatric Inpatients	19,739	6,620	33.5%
Adult Rehabilitation Inpatients	7,684	3,227	42.0%
Community Health Patients*	24,668	7,766	31.5%
Total	180,747	66,553	36.8%

* Surveyed once annually

x Some patients surveyed once annually

Key Definitions

A set of definitions relevant to this report have been provided and can be found below:

Overall Care:

The 'Overall Care' measure provides a high-level view of how patients perceived their care. Results to this question are recorded on a five-point 'excellent' through 'poor' scale. Patients who provide a score of 'excellent' or 'very good' are considered to have provided a *positive* score. As such, responses to the 'Overall Care' measure that are reported across time illustrate the percentage that provided a *positive* response.

Advocacy:

The 'Advocacy' measure provides a high-level view of whether patients would recommend the service they received. Results to this question are provided on a three-

point 'yes, definitely' through 'no' scale. Patients who provide a score of 'yes, definitely' are considered to have provided a *positive* score. As such, responses to the 'Advocacy' measure that are reported across time illustrate the percentage that provided a *positive* response.

Key Driver:

A measure (question) that strongly positively influences the rating of 'Overall Care'. Focusing service improvement activity on key drivers can positively influence how patients rate their 'Overall Care'. The Top Five Key Drivers of 'Overall Care' have been developed and provided within the Findings for each Patient Category section of this report. The key drivers are determined at a state level and reported at State, Local Health Network and hospital/service level.

Positive Response:

For the purposes of reporting, most responses within each survey have been separated into 'positive' and 'negative' scores. For example, the 'excellent' or 'very good' responses to the 'Overall Care' measure have been combined to create a *positive* score. When reporting Key Drivers of Overall Care, the percentage referred to is the *positive* component of each question.

Information about the High Level Results Report

This summary has been generated using data from the High Level Results console, available on the NSW Health Patient Experience Portal. While survey findings within this report have been provided at the State and Local Health Network levels, more detailed information, including results by hospital/facility are available within the High level Results console. Information about how to use the console has been provided and can be accessed by selecting the "Tips on Using the Report" link at the NSW Health Patient Experience Portal.

Information about Weighting and Statistical Validity

Survey data analysis determined that a patient's age influences survey responses. Given this, patient age was used to apply a proportional weighting scheme at the patient category level within each hospital or facility.

This scheme has been designed to ensure that the findings, when reported at the State, Local Health Network and Hospital/Facility levels accurately represent the patient age mix that actually used the service. An example, referencing Overnight Inpatients (2007) for Hornsby and Ku-Ring-Gai Hospital, has been provided and can be found below.

Example of Proportional Weighting Scheme

	Age Range	Number	Proportion
Patients surveyed in 2007 (Hornsby and Ku-Ring-Gai Hospital (Overnight Inpatients))	<17 YO	0	0%
	17-49 YO	68	41%
	>49 YO	98	59%
Patients using the service in 2007 (Hornsby and Ku-Ring-Gai Hospital (Overnight Inpatients))	<17 YO	0	0%
	17-49 YO	214	39%
	>49 YO	339	61%
Patients surveyed post adjustment	<17 YO	0	0%
	17-49 YO	64	39%
	>49 YO	102	61%

As outlined above, the example provided shows that the proportion of patients surveyed in 2007 was not in-line with the proportion of people who used the service (e.g. 41% of 17-49 YO completed the survey compared to 39% who used the service). Reporting these results without applying a proportional weighting scheme would not accurately represent the hospital's true user-group. Referencing the 'Patients surveyed post adjustment' row, the weighting scheme redistributes the sample's influence within each age-group, bringing it into line with the actual proportions of patients who used the service. Doing this allows for more accurate survey results each quarter and allows for more accurate tracking of results over time.

The sample is also adjusted to account for the number of people at any given facility who participated relative to the number of people who used the service. Doing this ensures that the data, when reported at Local Health Network and State levels, is representative of the actual LHN and State performance.

Information about Sample Sizes and Confidence Intervals

The number of people who complete the survey influences how confident the reader can be in the results. For example, 100 Overnight Inpatients completing the survey from a population of 1,000 provides a margin of error of no more than $\pm 9.3\%$ at 95% confidence. For example, this means that if we find that 50% say, for instance, that the 'Overall Care' they received was "excellent" or "very good", then we could be 95% confident that the true figure, had we interviewed the entire population, would be between 40.7% and 59.3%.

It is important to note that the minimum sample reported for any given patient category (within a facility) is 30; providing an error margin of $\pm 17.6\%$ at 95% confidence. Caution should be exercised where the number of respondents for a report in a patient category is above 30 but below 50. In particular in this range you may find that the number of people who report “poor” or “fair” results moves erratically between quarters, which may be the result of random fluctuations. While the minimum sample size for reporting is 30 a reference to small sample size requiring caution has been included in the High Level Results console for samples that are between 30 and 50. This has been done to ensure caution is taken when reviewing survey findings that are subject to relatively large margins of error.

Information about Statistically Significant Differences

Relevant statistically significant findings have been reported at the 95% confidence interval. Specifically, all 2010 survey results reported have been tested against the same questions from 2007 to see if a significant difference exists. Changes since 2007 reported in **green** represent a significantly higher score; **red** represents a significantly lower score.

Information about minor differences in reported figures due to rounding

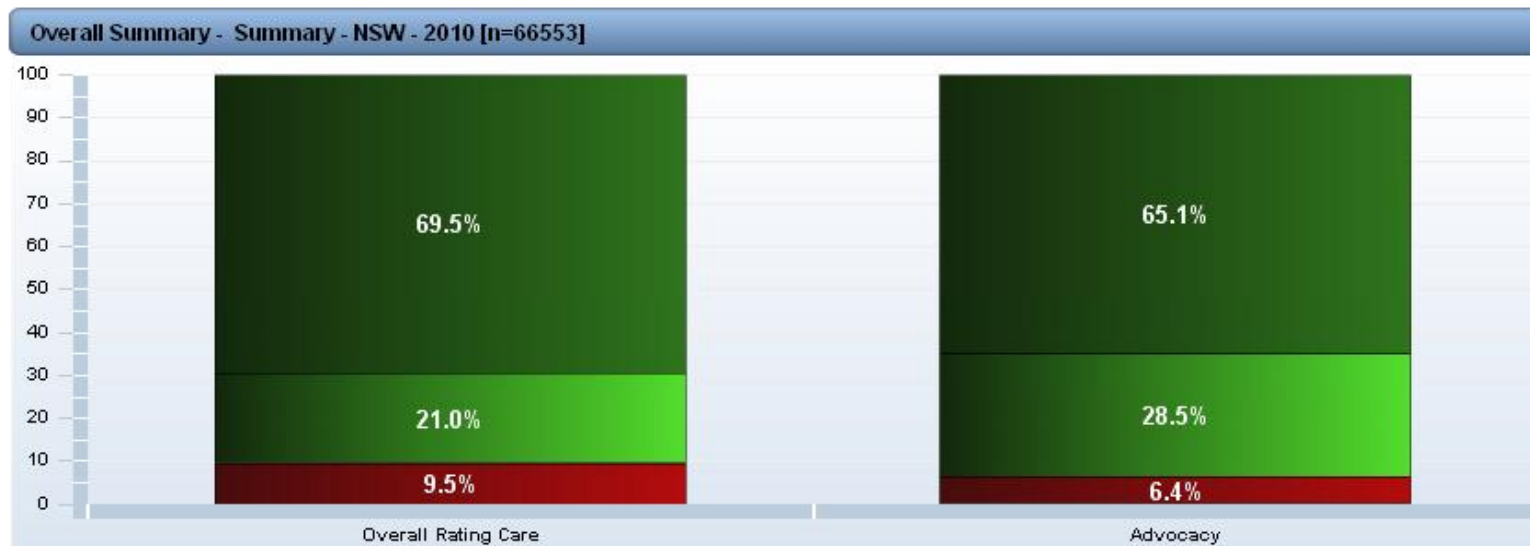
Due to rounding, survey findings, when reviewed in this report and the High Level Results console may show a maximum difference of 0.1%.

Overall Summary: Overall Care and Advocacy: 2007 to December 2010

The most recent (Jan to Dec 2010) Overall Summary survey results for 'Overall Care' and 'Advocacy' can be found below in Figure 1. In this figure, the most positive score for any given question is represented in dark green (e.g. 'excellent' and 'very good' for 'Overall Rating Care'). The middle score is represented in light green (e.g. 'good' for 'Overall Rating Care') and the least positive in red (e.g. 'fair' and 'poor' for 'Overall Rating Care').

Performance for each of these questions since the benchmark survey in 2007 has been provided and can be found below in Table 1.

Figure 1: Overall Summary: Overall Care and Advocacy: Jan to Dec 2010



As reported in Figure 1, 69.5% of all patients across NSW have rated their care as 'excellent' or 'very good' (dark green), 21% as 'good' (light green) and 9.5% as 'fair' or 'poor' (red) between January and December 2010. In addition, 65.1% of patients answered 'yes, definitely' (dark green) when asked if they would recommend the hospital or service to their family and friends, 28.5% responded 'yes, probably' (light green) and 6.4% answered 'no' (red).

Table 1: Overall Summary: Overall Care and Advocacy since 2007

	2007	2008	2009	Jan to Dec 2010	Change since 2007
Overall Care	69.2%	67.4%	68.9%	69.6%	0.3%
Advocacy	68.0%	65.8%	67.1%	65.1%	-2.9%

As outlined above in Table 1, the proportion of patients who provided a positive response to 'Overall Care' has remained stable between 2007 and 2010. The proportion of patients who provided a positive response to 'Advocacy' (-2.9%) has significantly decreased since the benchmark survey in 2007.

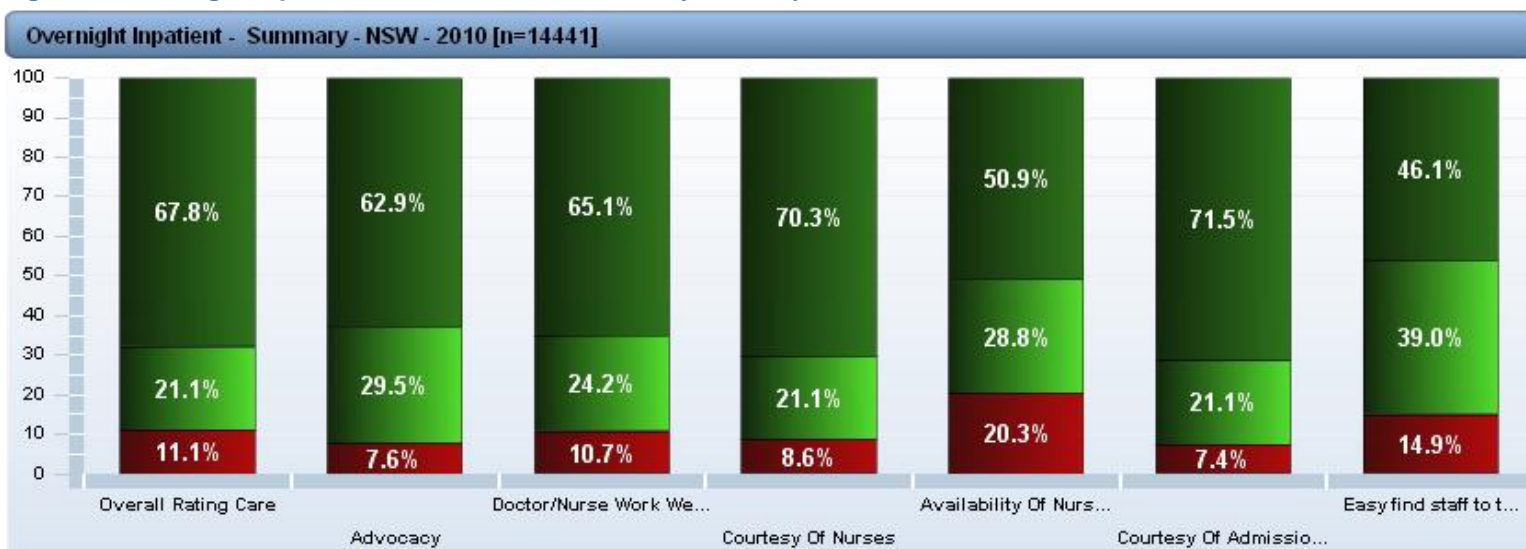
Overnight Inpatients: Overall Care, Advocacy and Key Drivers of Overall Care: 2007 to December 2010

The most recent (Jan to Dec 2010) Overnight Inpatient survey results for 'Overall Care', 'Advocacy' and the top five drivers of 'Overall Care' can be found below in Figure 2. In this figure, the most positive score for any given question is represented in dark green (e.g. 'excellent' and 'very good' for 'Overall Care'). The middle score is represented in light green (e.g. 'good' for 'Overall Care') and the least positive in red (e.g. 'fair' and 'poor' for 'Overall Care').

Performance for each of these questions since the benchmark survey in 2007 has been provided and can be found below in Table 2.

The proportion of patients who responded 'excellent' or 'very good' to 'Overall Care' and the percentage of patients who said they would 'definitely recommend' the facility where they received treatment has been provided for each Local Health Network below in Table 3 and Table 4.

Figure 2: Overnight Inpatients: Overall Care, Advocacy and Key Drivers of Overall Care: Jan to Dec 2010



As reported in Figure 2, 67.8% of patients across NSW have rated their care as 'excellent' or 'very good' (dark green), 21.1% as 'good' (light green) and 11.1% as 'fair' or 'poor' (red) to December 2010. In addition, 62.9% of patients answered 'yes, definitely' (dark green) when asked if they would recommend the hospital to their family and friends, 29.5% responded 'yes, probably' (light green) and 7.6% answered 'no' (red). Performance for the top five key drivers of 'Overall Care' can be found above in Figure 2. Improving performance in these areas should increase the proportion of patients who answer 'excellent' or 'very good' to the 'Overall Care' question.

Table 2: Overnight Inpatients: Overall Care, Advocacy and Key Drivers since 2007

	2007	2008	2009	Jan to Dec 2010	Change since 2007
Overall Care	65.8%	65.9%	67.2%	67.8%	2.0%
Advocacy	61.5%	61.8%	63.0%	62.9%	1.4%
Doctors and nurses working well together	61.8%	61.5%	63.7%	65.1%	3.3%
Courtesy of nurses	69.2%	69.3%	69.6%	70.3%	1.1%
Availability of nurses	51.9%	51.4%	52.1%	50.9%	-1.1%
Courtesy of admission staff	71.0%	70.5%	71.9%	71.5%	0.5%
Easy to find staff to talk to	45.3%	45.7%	45.4%	46.1%	0.7%

As outlined above in Table 2, the proportion of patients who provided a positive response to 'Overall Care' (+2%) and 'Doctors and Nurses working well together' (+3.3%) has significantly increased since the benchmark survey in 2007.

Table 3: Overnight Inpatients: Overall Care for each LHN since 2007

	2007	2008	2009	Jan to Dec 2010	Change since 2007
State Average	65.8%	65.9%	67.2%	67.8%	2.0%
Central Coast	65.0%	68.2%	65.2%	70.7%	5.7%
Far West	65.8%	58.3%	59.3%	76.8%	11.0%
Hunter New England	69.5%	67.4%	70.3%	70.0%	0.5%
Illawarra Shoalhaven	65.0%	60.7%	62.9%	65.3%	0.4%
Mid North Coast	71.5%	65.7%	71.5%	71.7%	0.1%
Murrumbidgee	65.0%	73.1%	70.4%	76.1%	11.1%
Nepean Blue Mountains	68.6%	63.3%	67.8%	75.2%	6.5%
Network with Vic	63.3%	70.3%	70.5%	74.4%	11.1%
Northern NSW	69.3%	73.5%	76.4%	72.3%	2.9%
Northern Sydney	64.5%	65.1%	64.2%	64.2%	-0.3%
South Eastern Sydney	67.2%	68.7%	67.4%	68.2%	1.1%
South Western Sydney	60.2%	57.8%	56.6%	58.8%	-1.4%
Southern NSW	76.0%	76.7%	77.9%	74.4%	-1.5%
St. Vincent's	<i>No Data</i>	74.1%	76.7%	68.8%	<i>Not Available</i>
Sydney	66.8%	67.0%	67.9%	70.3%	3.5%
Western NSW	65.1%	67.4%	71.0%	74.0%	8.9%
Western Sydney	57.8%	57.3%	63.2%	57.8%	0.1%

As outlined above in Table 3, the proportion of patients who said their 'Overall Care' was 'excellent' or 'very good' has significantly increased since the benchmark survey in 2007 in Murrumbidgee (+11.1%) and Western NSW (+8.9%).

Table 4: Overnight Inpatients: Advocacy for each LHN since 2007

	2007	2008	2009	Jan to Dec 2010	Change since 2007
State Average	61.5%	61.8%	63.0%	62.9%	1.4%
Central Coast	56.2%	57.3%	61.3%	64.6%	8.4%
Far West	57.2%	58.6%	39.9%	71.2%	14.0%
Hunter New England	61.7%	60.1%	62.9%	64.1%	2.5%
Illawarra Shoalhaven	56.7%	55.0%	58.5%	54.0%	-2.7%
Mid North Coast	67.3%	65.8%	69.1%	64.3%	-3.0%
Murrumbidgee	58.1%	60.4%	59.9%	66.7%	8.6%
Nepean Blue Mountains	65.6%	56.7%	60.4%	61.3%	-4.3%
Network with Vic	59.0%	61.5%	63.0%	75.6%	16.7%
Northern NSW	64.8%	68.9%	69.5%	68.1%	3.3%
Northern Sydney	61.6%	57.2%	57.3%	55.0%	-6.6%
South Eastern Sydney	66.2%	71.9%	69.1%	67.1%	0.9%
South Western Sydney	55.6%	56.6%	53.9%	55.4%	-0.2%
Southern NSW	68.0%	69.9%	67.4%	67.7%	-0.3%
St. Vincent's	No Data	77.0%	78.1%	82.1%	Not Available
Sydney	70.1%	68.5%	69.0%	72.7%	2.6%
Western NSW	59.4%	56.8%	61.9%	58.1%	-1.3%
Western Sydney	56.1%	55.7%	62.4%	58.1%	2.0%

As outlined above in Table 4, the proportion of patients who would definitely recommend that hospital or service they received to family or friends has significantly increased since the benchmark survey in 2007 in Murrumbidgee (+8.6%) and decreased in Northern Sydney (-6.6%).

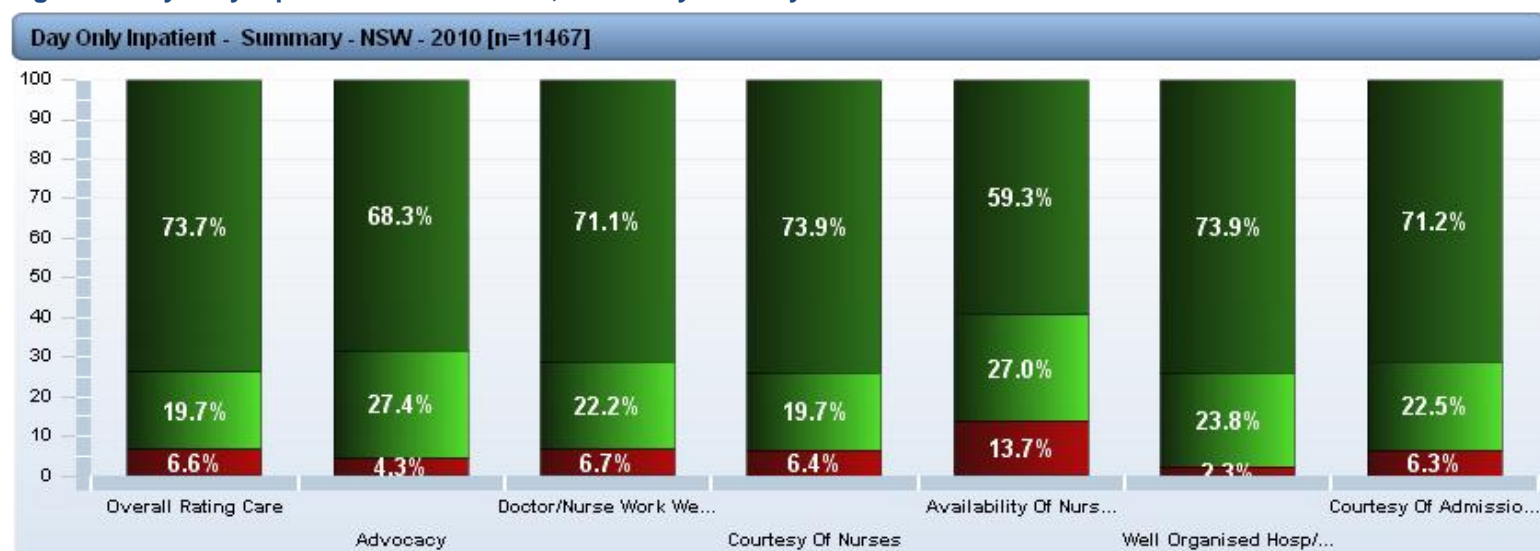
Day Only Inpatients: Overall Care, Advocacy and Key Drivers of Overall Care: 2007 to December 2010

The most recent (Jan to Dec 2010) Day Only Inpatient survey results for 'Overall Care', 'Advocacy' and the top five drivers of 'Overall Care' can be found below in Figure 3. In this figure, the most positive score for any given question is represented in dark green (e.g. 'excellent' and 'very good' for 'Overall Care'). The middle score is represented in light green (e.g. 'good' for 'Overall Care') and the least positive in red (e.g. 'fair' and 'poor' for 'Overall Care').

Performance for each of these questions since the benchmark survey in 2007 has been provided and can be found below in Table 5.

The proportion of patients who responded 'excellent' or 'very good' to 'Overall Care' and the percentage of patients who said they would 'definitely recommend' the facility where they received treatment has been provided for each Local Health Network below in Table 6 and Table 7.

Figure 3: Day Only Inpatients: Overall Care, Advocacy and Key Drivers of Overall Care: Jan to Dec 2010



As reported in Figure 3, 73.7% of patients across NSW have rated their care as 'excellent' or 'very good' (dark green), 19.7% as 'good' (light green) and 6.6% as 'fair' or 'poor' (red) to December 2010. In addition, 68.3% of patients answered 'yes, definitely' (dark green) when asked if they would recommend the hospital to their family and friends, 27.4% responded 'yes, probably' (light green) and 4.3% answered 'no' (red). Performance for the top five key drivers of 'Overall Care' can be found above in Figure 3. Improving performance in these areas should increase the proportion of patients who answer 'excellent' or 'very good' to the 'Overall Care' question.

Table 5: Day Only Inpatients: Overall Care, Advocacy and Key Drivers since 2007

	2007	2008	2009	Jan to Dec 2010	Change since 2007
Overall Care	74.0%	70.7%	74.6%	73.7%	-0.3%
Advocacy	69.9%	68.2%	71.9%	68.3%	-1.6%
Doctors and nurses working well together	72.0%	68.0%	71.6%	71.1%	-0.9%
Courtesy of nurses	73.9%	72.8%	75.1%	73.9%	0.1%
Availability of nurses	60.2%	58.2%	62.2%	59.3%	-0.9%
A well organised hospital or department	73.9%	71.3%	75.6%	73.9%	0.0%
Courtesy of admission staff	71.9%	70.3%	72.8%	71.2%	-0.7%

As outlined above in Table 5, the proportion of patients who provided a positive response to these questions has remained stable since the benchmark survey in 2007.

Table 6: Day Only Inpatients: Overall Care for each LHN since 2007

	2007	2008	2009	Jan to Dec 2010	Change since 2007
State Average	74.0%	70.7%	74.6%	73.7%	-0.3%
Central Coast	81.2%	68.9%	77.8%	79.3%	-1.9%
Far West	81.8%	75.1%	82.6%	75.2%	-6.6%
Hunter New England	74.6%	76.1%	77.0%	74.5%	-0.1%
Illawarra Shoalhaven	77.6%	70.8%	73.3%	67.0%	-10.7%
Mid North Coast	81.4%	79.3%	85.5%	78.8%	-2.6%
Murrumbidgee	75.6%	76.6%	77.5%	79.2%	3.5%
Nepean Blue Mountains	80.5%	73.7%	77.9%	69.9%	-10.6%
Northern NSW	84.2%	78.0%	81.9%	83.4%	-0.8%
Northern Sydney	75.2%	73.5%	74.4%	74.1%	-1.1%
South Eastern Sydney	71.5%	65.4%	70.2%	74.9%	3.4%
South Western Sydney	61.1%	54.1%	63.1%	66.7%	5.6%
Southern NSW	84.9%	81.5%	83.5%	82.3%	-2.6%
St. Vincent's	<i>No Data</i>	81.2%	84.0%	79.4%	<i>Not Available</i>
Sydney	68.6%	69.4%	72.1%	72.3%	3.6%
Sydney Children's Network	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	79.5%	<i>Not Available</i>
Western NSW	77.5%	77.3%	79.0%	80.4%	2.9%
Western Sydney	70.6%	66.8%	70.3%	63.9%	-6.7%

As outlined above in Table 6, the proportion of patients who said their 'Overall Care' was 'excellent' or 'very good' has significantly increased since the benchmark survey in 2007 in South Western Sydney (+5.6%) and decreased in Illawarra Shoalhaven (-10.7%), Nepean Blue Mountains (-10.6%) and Western Sydney (-6.7%).

Table 7: Day Only Inpatients: Advocacy for each LHN since 2007

	2007	2008	2009	Jan to Dec 2010	Change since 2007
State Average	69.9%	68.2%	71.9%	68.3%	-1.6%
Central Coast	75.7%	63.8%	71.8%	74.6%	-1.0%
Far West	72.4%	73.4%	69.0%	59.6%	-12.8%
Hunter New England	70.7%	71.2%	73.2%	66.9%	-3.9%
Illawarra Shoalhaven	71.2%	66.9%	66.6%	60.5%	-10.7%
Mid North Coast	78.6%	76.5%	78.9%	70.5%	-8.1%
Murrumbidgee	66.3%	66.8%	68.7%	64.4%	-1.9%
Nepean Blue Mountains	73.4%	69.4%	77.8%	68.5%	-4.9%
Northern NSW	79.5%	73.6%	79.4%	75.9%	-3.7%
Northern Sydney	66.2%	67.6%	64.9%	67.9%	1.7%
South Eastern Sydney	71.1%	71.0%	75.6%	72.6%	1.5%
South Western Sydney	60.3%	52.3%	59.6%	59.9%	-0.3%
Southern NSW	77.0%	76.9%	79.4%	76.4%	-0.7%
St. Vincent's	<i>No Data</i>	87.2%	88.7%	87.4%	<i>Not Available</i>
Sydney	72.6%	71.7%	75.2%	75.8%	3.2%
Sydney Children's Network	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	74.6%	<i>Not Available</i>
Western NSW	66.5%	66.4%	69.9%	65.2%	-1.3%
Western Sydney	62.7%	65.0%	71.1%	56.0%	-6.7%

As outlined above in Table 7, the proportion of patients who would definitely recommend that hospital or service they received to family or friends has significantly decreased since the benchmark survey in 2007 in Illawarra Shoalhaven (-10.7%), Mid North Coast (-8.1%) and Western Sydney (-6.7%).

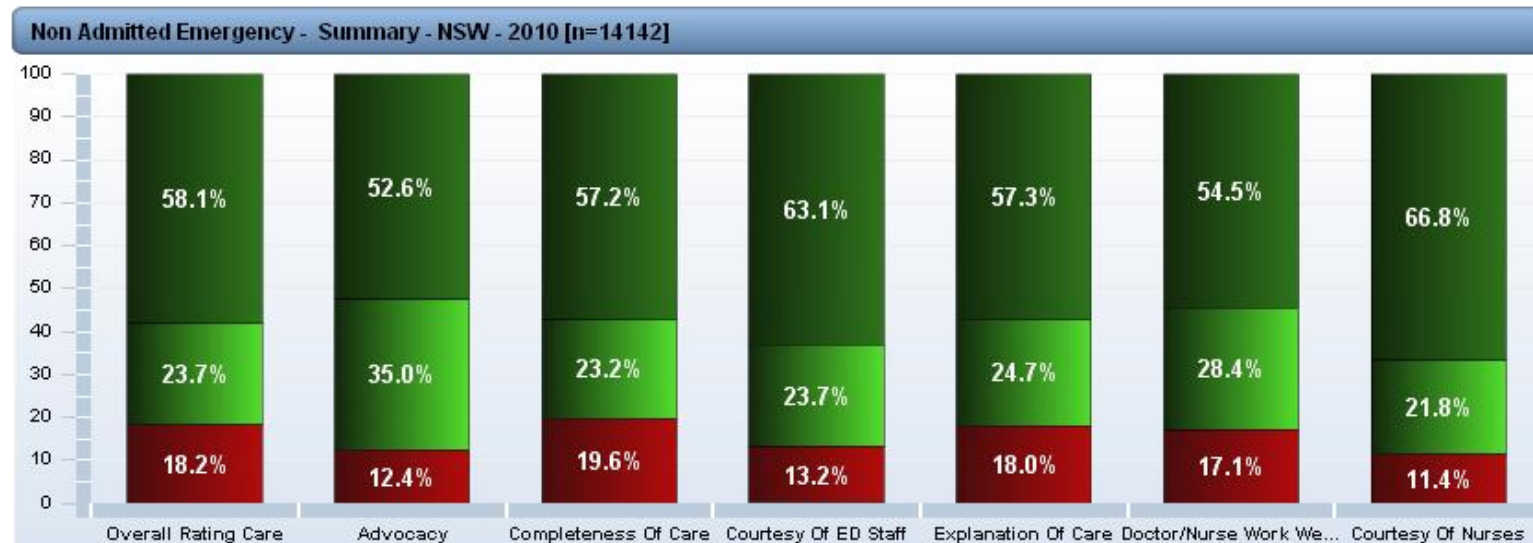
Non-Admitted Emergency Patients: Overall Care, Advocacy and Key Drivers of Overall Care: 2007 to December 2010

The most recent (Jan to Dec 2010) Non-Admitted Emergency Patient survey results for 'Overall Care', 'Advocacy' and the top five drivers of 'Overall Care' can be found below in Figure 4. In this figure, the most positive score for any given question is represented in dark green (e.g. 'excellent' and 'very good' for 'Overall Care'). The middle score is represented in light green (e.g. 'good' for 'Overall Care') and the least positive in red (e.g. 'fair' and 'poor' for 'Overall Care').

Performance for each of these questions since the benchmark survey in 2007 has been provided and can be found below in Table 8

The proportion of patients who responded 'excellent' or 'very good' to 'Overall Care' and the percentage of patients who said they would 'definitely recommend' the facility where they received treatment has been provided for each Local Health Network below in Table 9 and Table 10.

Figure 4: Non-Admitted Emergency Patients: Overall Care, Advocacy and Key Drivers of Overall Care: Jan to Dec 2010



As reported in Figure 4, 58.1% of patients across NSW have rated their care as 'excellent' or 'very good' (dark green), 23.7% as 'good' (light green) and 18.2% as 'fair' or 'poor' (red) in 2010. In addition, 52.6% of patients answered 'yes, definitely' (dark green) when asked if they would recommend the hospital to their family and friends, 35% responded 'yes, probably' (light green) and 12.4% answered 'no' (red). Performance for the top five key drivers of 'Overall Care' can be found above in Figure 4. Improving performance in these areas should increase the proportion of patients who answer 'excellent' or 'very good' to the 'Overall Care' question.

Table 8: Non-Admitted Emergency Patients: Overall Care, Advocacy and Key Drivers since 2007

	2007	2008	2009	Jan to Dec 2010	Change since 2007
Overall Care	58.9%	57.4%	55.1%	58.1%	-0.7%
Advocacy	52.9%	52.4%	50.3%	52.6%	-0.3%
Receiving complete care	56.6%	56.1%	54.0%	57.1%	0.5%
Courtesy of Emergency Department staff	62.5%	61.5%	59.3%	63.1%	0.6%
Explanation of care	56.8%	55.8%	54.3%	57.4%	0.6%
Doctors and nurses working well together	55.1%	53.1%	51.2%	54.5%	-0.6%
Courtesy of nurses	66.2%	65.6%	63.5%	66.8%	0.7%

As outlined above in Table 8, the proportion of patients who provided a positive response to these questions has remained stable since the benchmark survey in 2007.

Table 9: Non-Admitted Emergency Patients: Overall Care for each LHN since 2007

	2007	2008	2009	Jan to Dec 2010	Change since 2007
State Average	58.9%	57.4%	55.1%	58.1%	-0.7%
Central Coast	58.6%	60.1%	54.7%	64.4%	5.9%
Far West	63.9%	56.5%	51.9%	60.1%	-3.8%
Hunter New England	60.0%	58.4%	60.0%	55.7%	-4.3%
Illawarra Shoalhaven	50.6%	60.0%	55.9%	51.5%	0.8%
Mid North Coast	62.7%	59.3%	56.2%	60.2%	-2.5%
Murrumbidgee	68.6%	60.8%	53.6%	61.1%	-7.5%
Nepean Blue Mountains	56.7%	58.9%	55.2%	58.8%	2.1%
Network with Vic	50.9%	50.4%	54.6%	<i>No Data</i>	<i>Not Available</i>
Northern NSW	67.8%	62.6%	57.7%	69.1%	1.3%
Northern Sydney	57.2%	62.0%	61.7%	65.0%	7.9%
South Eastern Sydney	53.8%	56.4%	52.2%	56.0%	2.2%
South Western Sydney	50.4%	50.1%	48.1%	48.5%	-2.0%
Southern NSW	61.9%	55.8%	55.4%	57.0%	-4.9%
St. Vincent's	<i>No Data</i>	61.8%	60.7%	68.0%	<i>Not Available</i>
Sydney	52.6%	54.6%	58.4%	50.3%	-2.3%
Sydney Children's Network	64.9%	60.9%	59.1%	65.1%	0.2%
Western NSW	65.0%	63.7%	56.3%	61.9%	-3.1%
Western Sydney	43.2%	44.1%	44.4%	45.9%	2.8%

As outlined above in Table 9, the proportion of patients who said their 'Overall Care' was 'excellent' or 'very good' has significantly increased since the benchmark survey in 2007 in Northern Sydney (+7.9%) and decreased in Hunter New England (-4.3%) and Murrumbidgee (-7.5%).

Table 10: Non-Admitted Emergency Patients: Advocacy for each LHN since 2007

	2007	2008	2009	Jan to Dec 2010	Change since 2007
State Average	52.9%	52.4%	50.3%	52.6%	-0.3%
Central Coast	48.1%	51.9%	49.3%	48.9%	0.9%
Far West	53.6%	51.1%	43.3%	56.3%	2.7%
Hunter New England	53.1%	52.2%	53.5%	51.0%	-2.1%
Illawarra Shoalhaven	42.9%	52.0%	48.8%	43.1%	0.2%
Mid North Coast	53.7%	53.2%	49.0%	53.9%	0.3%
Murrumbidgee	60.7%	50.2%	44.4%	49.9%	-10.8%
Nepean Blue Mountains	50.8%	49.2%	46.9%	47.1%	-3.6%
Network with Vic	46.3%	44.2%	43.0%	<i>No Data</i>	<i>Not Available</i>
Northern NSW	63.5%	58.3%	53.3%	61.8%	-1.7%
Northern Sydney	51.7%	55.9%	56.3%	59.2%	7.4%
South Eastern Sydney	49.3%	55.2%	50.4%	54.6%	5.3%
South Western Sydney	45.3%	45.1%	43.3%	45.3%	0.0%
Southern NSW	56.4%	53.8%	51.1%	50.6%	-5.9%
St. Vincent's	<i>No Data</i>	61.7%	65.8%	67.8%	<i>Not Available</i>
Sydney	49.0%	54.6%	56.2%	53.1%	4.2%
Sydney Children's Network	65.2%	63.5%	62.7%	65.5%	0.3%
Western NSW	58.8%	56.7%	49.7%	56.7%	-2.2%
Western Sydney	38.2%	41.7%	41.1%	39.3%	1.1%

As outlined above in Table 10, the proportion of patients who would definitely recommend that hospital or service they received to family or friends has significantly increased since the benchmark survey in 2007 in Northern Sydney (+7.4%) and decreased in Hunter New England (-2.1%) and Murrumbidgee (-10.8%).

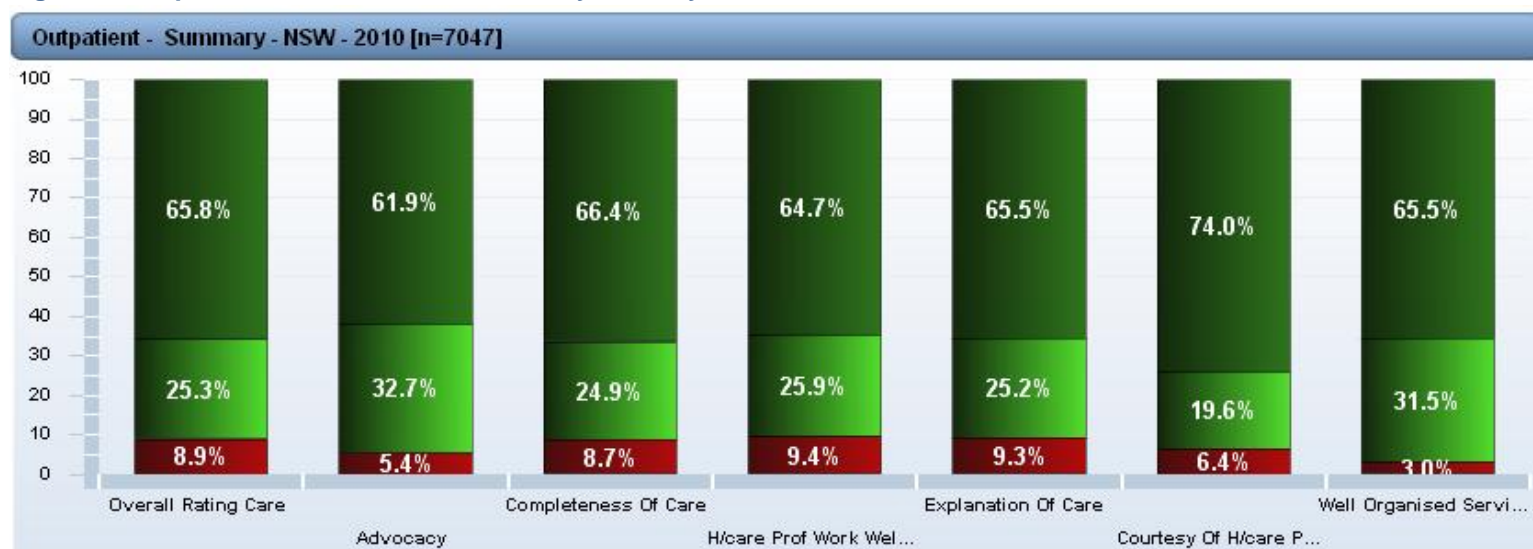
Outpatients: Overall Care, Advocacy and Key Drivers of Overall Care: 2007 to February 2010

The most recent (Feb 2010) Outpatient survey results for 'Overall Care', 'Advocacy' and the top five drivers of 'Overall Care' can be found below in Figure 5. In this figure, the most positive score for any given question is represented in dark green (e.g. 'excellent' and 'very good' for 'Overall Care'). The middle score is represented in light green (e.g. 'good' for 'Overall Care') and the least positive in red (e.g. 'fair' and 'poor' for 'Overall Care').

Performance for each of these questions since the benchmark survey in 2007 has been provided and can be found below in Table 11.

The proportion of patients who responded 'excellent' or 'very good' to 'Overall Care' and the percentage of patients who said they would 'definitely recommend' the facility where they received treatment has been provided for each Local Health Network below in Table 12 and Table 13.

Figure 5: Outpatients: Overall Care, Advocacy and Key Drivers of Overall Care: Feb 2010



As reported in Figure 5, 65.8% of patients across NSW have rated their care as 'excellent' or 'very good' (dark green), 25.3% as 'good' (light green) and 8.9% as 'fair' or 'poor' (red) to February 2010. In addition, 61.9% of patients answered 'yes, definitely' (dark green) when asked if they would recommend the hospital to their family and friends, 32.7% responded 'yes, probably' (light green) and 5.4% answered 'no' (red). Performance for the top five key drivers of 'Overall Care' can be found above in Figure 5. Improving performance in these areas should increase the proportion of patients who answer 'excellent' or 'very good' to the 'Overall Care' question.

Table 11: Outpatients: Overall Care, Advocacy and Key Drivers since 2007

	2007	2008	2009	Feb 2010	Change since 2007
Overall Care	62.6%	62.1%	64.6%	65.8%	3.2%
Advocacy	62.7%	60.7%	63.3%	62.0%	-0.7%
Receiving complete care	63.1%	61.1%	64.5%	66.4%	3.3%
Healthcare prof. working well together	61.8%	60.1%	63.3%	64.7%	2.9%
Explanation of care	61.6%	60.1%	63.5%	65.4%	3.8%
Courtesy of healthcare professionals	70.6%	69.4%	72.1%	74.0%	3.4%
A well organised service	66.0%	64.7%	65.6%	65.4%	-0.6%

As outlined above in Table 11, the proportion of patients who provided a positive response to 'Overall Care' (+3.2%), 'Receiving complete care' (+3.3%), 'Healthcare professionals working well together' (+2.9%), 'Explanation of care' (+3.8%) and 'Courtesy of healthcare professionals' (+3.4%) has significantly increased since the benchmark survey in 2007.

Table 12: Outpatients: Overall Care for each LHN since 2007

	2007	2008	2009	Feb 2010	Change since 2007
State Average	62.6%	62.1%	64.6%	65.8%	3.2%
Central Coast	63.2%	62.6%	73.8%	79.5%	16.3%
Far West	60.5%	57.4%	56.0%	63.1%	2.6%
Hunter New England	72.0%	66.2%	72.4%	68.0%	-4.0%
Illawarra Shoalhaven	No Data	70.9%	73.5%	71.5%	Not Available
Mid North Coast	68.6%	69.3%	70.1%	63.1%	-5.5%
Murrumbidgee	65.6%	68.0%	71.7%	72.6%	7.0%
Nepean Blue Mountains	66.6%	65.8%	70.6%	58.7%	-7.9%
Northern NSW	68.5%	68.2%	70.8%	76.2%	7.7%
Northern Sydney	79.6%	63.2%	68.8%	68.7%	-10.9%
South Eastern Sydney	No Data	60.6%	59.1%	67.3%	Not Available
South Western Sydney	54.6%	54.4%	58.7%	60.2%	5.6%
Southern NSW	70.6%	75.6%	79.4%	77.6%	7.0%
St. Vincent's	76.9%	67.2%	70.7%	71.7%	-5.2%
Sydney	61.2%	63.4%	65.9%	65.5%	4.3%
Sydney Children's Network	66.8%	68.6%	67.8%	70.5%	3.7%
Western Cluster	No Data	59.7%	61.5%	68.1%	Not Available
Western NSW	69.4%	61.3%	65.6%	69.0%	-0.4%
Western Sydney	56.5%	55.7%	58.8%	57.9%	1.4%

As outlined above in Table 12, the proportion of patients who said their 'Overall Care' was 'excellent' or 'very good' has significantly increased since the benchmark survey in 2007 in Central Coast (+16.3%) and South Western Sydney (+5.6%). In contrast, Nepean Blue Mountains recorded a significant decrease (-7.9%).

Table 13: Outpatients: Advocacy for each LHN since 2007

	2007	2008	2009	Feb 2010	Change since 2007
State Average	62.7%	60.7%	63.3%	62.0%	-0.7%
Central Coast	55.1%	52.0%	64.8%	67.3%	12.2%
Far West	58.3%	56.0%	58.3%	52.3%	-6.0%
Hunter New England	68.8%	61.6%	65.7%	64.5%	-4.3%
Illawarra Shoalhaven	<i>No Data</i>	73.3%	72.3%	65.1%	<i>Not Available</i>
Mid North Coast	69.4%	63.1%	65.8%	58.2%	-11.2%
Murrumbidgee	60.5%	72.0%	72.0%	67.9%	7.4%
Nepean Blue Mountains	62.2%	61.8%	60.3%	55.2%	-7.0%
Northern NSW	67.2%	62.7%	63.5%	66.2%	-1.0%
Northern Sydney	86.5%	57.4%	61.3%	59.9%	-26.6%
South Eastern Sydney	<i>No Data</i>	62.1%	61.5%	66.2%	<i>Not Available</i>
South Western Sydney	55.9%	53.0%	59.4%	57.7%	1.8%
Southern NSW	74.5%	72.5%	80.1%	72.7%	-1.8%
St. Vincent's	68.4%	70.4%	69.3%	68.9%	0.5%
Sydney	65.2%	66.3%	66.0%	65.7%	0.5%
Sydney Children's Network	61.5%	65.9%	66.7%	69.2%	7.7%
Western Cluster	<i>No Data</i>	59.7%	64.1%	69.7%	<i>Not Available</i>
Western NSW	61.8%	63.0%	60.2%	57.6%	-4.2%
Western Sydney	57.4%	54.5%	61.3%	51.8%	-5.6%

As outlined above in Table 13, the proportion of patients who would definitely recommend that hospital or service they received to family or friends has significantly increased since the benchmark survey in 2007 in Central Coast (+12.2%). In contrast, Northern Sydney (-26.6%) and Western Sydney (-5.6%) recorded significant decreases.

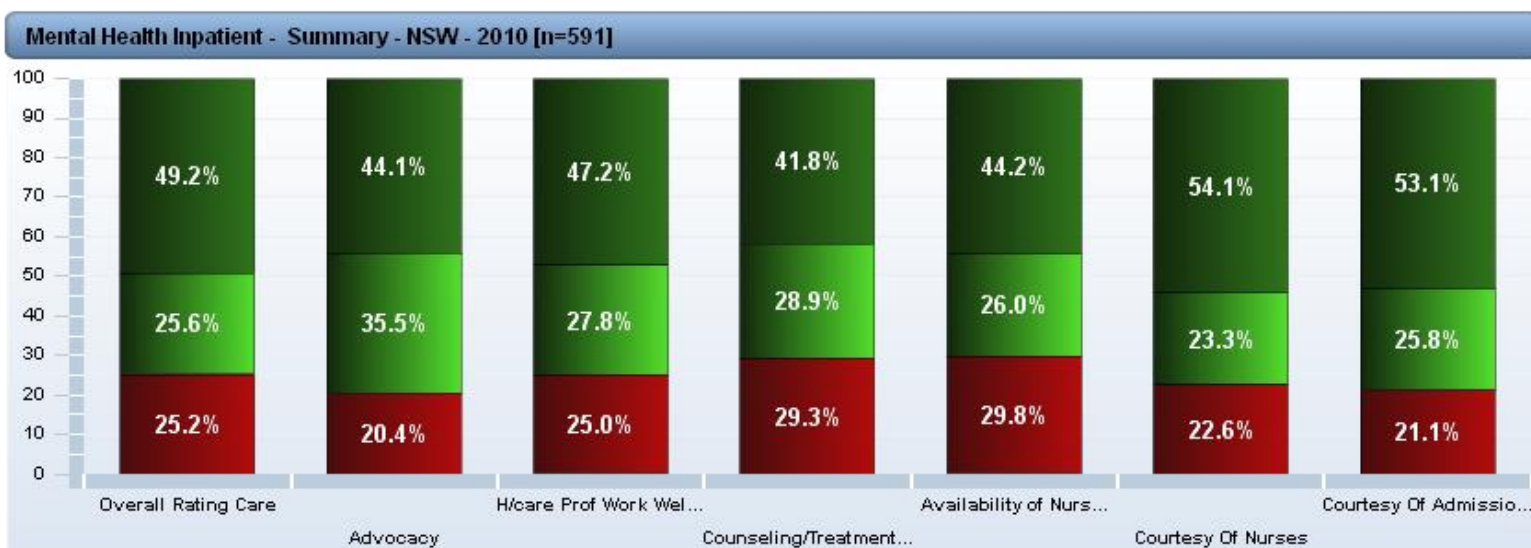
Mental Health Inpatients: Overall Care, Advocacy and Key Drivers of Overall Care: 2007 to February 2010

The most recent (Feb 2010) Mental Health Inpatient survey results for 'Overall Care', 'Advocacy' and the top five drivers of 'Overall Care' can be found below in Figure 6. In this figure, the most positive score for any given question is represented in dark green (e.g. 'excellent' and 'very good' for 'Overall Care'). The middle score is represented in light green (e.g. 'good' for 'Overall Care') and the least positive in red (e.g. 'fair' and 'poor' for 'Overall Care').

Performance for each of these questions since the benchmark survey in 2007 has been provided and can be found below in Table 14.

The proportion of patients who responded 'excellent' or 'very good' to 'Overall Care' and the percentage of patients who said they would 'definitely recommend' the facility where they received treatment has been provided for each Local Health Network below in Table 15 and Table 16.

Figure 6: Mental Health Inpatients: Overall Care, Advocacy and Key Drivers of Overall Care: Feb 2010



As reported in Figure 6, 49.2% of patients across NSW have rated their care as 'excellent' or 'very good' (dark green), 25.6% as 'good' (light green) and 25.2% as 'fair' or 'poor' (red) to February 2010. In addition, 44.1% of patients answered 'yes, definitely' (dark green) when asked if they would recommend the hospital to their family and friends, 35.5% responded 'yes, probably' (light green) and 20.4% answered 'no' (red). Performance for the top five key drivers of 'Overall Care' can be found above in Figure 6. Improving performance in these areas should increase the proportion of patients who answer 'excellent' or 'very good' to the 'Overall Care' question.

Table 14: Mental Health Inpatients: Overall Care, Advocacy and Key Drivers since 2007

	2007	2008	2009	Feb 2010	Change since 2007
Overall Care	39.9%	<i>No Data</i>	<i>No Data</i>	49.2%	9.3%
Advocacy	35.7%	<i>No Data</i>	<i>No Data</i>	44.1%	8.4%
Healthcare prof. working well together	36.8%	<i>No Data</i>	<i>No Data</i>	47.3%	10.5%
Quality of counselling / treatment	33.9%	<i>No Data</i>	<i>No Data</i>	41.8%	7.9%
Availability of nurses	36.1%	<i>No Data</i>	<i>No Data</i>	44.2%	8.1%
Courtesy of nurses	46.4%	<i>No Data</i>	<i>No Data</i>	54.1%	7.7%
Courtesy of admission staff	46.3%	<i>No Data</i>	<i>No Data</i>	53.1%	6.8%

As outlined above in Table 14, the proportion of patients who provided a positive response to 'Overall Care' (+9.3%), 'Advocacy' (+8.4%), 'Healthcare professionals working well together' (+10.5%), 'Quality of the counselling / treatment' (+7.9%), 'Availability of nurses' (+8.1%), 'Courtesy of nurses' (+7.7%) and 'Courtesy of the admission staff' (+6.8%) has significantly increased since the benchmark survey in 2007.

Table 15: Mental Health Inpatients: Overall Care for each LHN since 2007

	2007	2008	2009	Feb 2010	Change since 2007
State Average	39.9%	<i>No Data</i>	<i>No Data</i>	49.2%	9.3%
Central Coast	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	56.2%	<i>Not Available</i>
Hunter New England	42.7%	<i>No Data</i>	<i>No Data</i>	47.9%	5.2%
Illawarra Shoalhaven	32.6%	<i>No Data</i>	<i>No Data</i>	52.4%	19.8%
Northern Sydney	51.7%	<i>No Data</i>	<i>No Data</i>	44.3%	-7.4%
South Eastern Sydney	36.4%	<i>No Data</i>	<i>No Data</i>	50.7%	14.3%
South Western Sydney	46.9%	<i>No Data</i>	<i>No Data</i>	43.9%	-3.0%
Sydney	37.8%	<i>No Data</i>	<i>No Data</i>	49.7%	11.9%
Western Sydney	34.0%	<i>No Data</i>	<i>No Data</i>	31.1%	-2.9%

As outlined above in Table 15, the proportion of patients who said their 'Overall Care' was 'excellent' or 'very good' has remained stable since the benchmark survey in 2007.

Table 16: Mental Health Inpatients: Advocacy for each LHN since 2007

	2007	2008	2009	Feb 2010	Change since 2007
State Average	35.7%	<i>No Data</i>	<i>No Data</i>	44.1%	8.4%
Central Coast	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	50.6%	<i>Not Available</i>
Hunter New England	27.0%	<i>No Data</i>	<i>No Data</i>	40.6%	13.6%
Illawarra Shoalhaven	23.3%	<i>No Data</i>	<i>No Data</i>	44.0%	20.7%
Northern Sydney	51.7%	<i>No Data</i>	<i>No Data</i>	37.4%	-14.3%
South Eastern Sydney	30.3%	<i>No Data</i>	<i>No Data</i>	52.1%	21.8%
South Western Sydney	46.9%	<i>No Data</i>	<i>No Data</i>	50.0%	3.1%
Sydney	31.6%	<i>No Data</i>	<i>No Data</i>	41.1%	9.5%
Western Sydney	32.0%	<i>No Data</i>	<i>No Data</i>	23.7%	-8.3%

As outlined above in Table 16, the proportion of patients who would definitely recommend that hospital or service they received to family or friends has remained stable since the benchmark survey in 2007.

Mental Health Outpatients: Overall Care, Advocacy and Key Drivers of Overall Care: 2007 to February 2010*

The most recent (Feb 2010) Mental Health Outpatient survey results for 'Overall Care', 'Advocacy' and the top five drivers of 'Overall Care' can be found below in Figure 7. In this figure, the most positive score for any given question is represented in dark green (e.g. 'excellent' and 'very good' for 'Overall Care'). The middle score is represented in light green (e.g. 'good' for 'Overall Care') and the least positive in red (e.g. 'fair' and 'poor' for 'Overall Care').

Mental Health Outpatients were first surveyed in 2010. Given this, performance from 2010 cannot be tested against the benchmark survey in 2007.

The proportion of patients who responded 'excellent' or 'very good' to 'Overall Care' and the percentage of patients who said they would 'definitely recommend' the facility where they received treatment has been provided for each Local Health Network below in Table 18 and Table 19.

Figure 7: Mental Health Outpatients: Overall Care, Advocacy and Key Drivers of Overall Care: Feb 2010



As reported in Figure 7, 50.8% of patients across NSW have rated their care as 'excellent' or 'very good' (dark green), 26.8% as 'good' (light green) and 22.4% as 'fair' or 'poor' (red) to February 2010. In addition, 48.1% of patients answered 'yes, definitely' (dark green) when asked if they would recommend the hospital to their family and friends, 32.3% responded 'yes, probably' (light green) and 19.6% answered 'no' (red). Performance for the top five key drivers of 'Overall Care' can be found above in Figure 7. Improving performance in these areas should increase the proportion of patients who answer 'excellent' or 'very good' to the 'Overall Care' question.

Table 17: Mental Health Outpatients: Overall Care, Advocacy and Key Drivers since 2007

	2007	2008	2009	Feb 2010	Change since 2007
Overall Care	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	50.8%	<i>Not Available</i>
Advocacy	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	48.1%	<i>Not Available</i>
Courtesy of healthcare professionals	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	56.5%	<i>Not Available</i>
Healthcare prof. working well together	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	47.1%	<i>Not Available</i>
Availability of healthcare professionals	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	40.8%	<i>Not Available</i>
Trust in healthcare professionals	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	55.7%	<i>Not Available</i>
Staff helping with problems	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	48.3%	<i>Not Available</i>

The proportion of patients who provided a positive response to 'Overall Care', 'Advocacy' and the Key Drivers cannot be tested against the benchmark survey in 2007. The capacity to test will be available in future reports (from 2011).

Table 18: Mental Health Outpatients: Overall Care for each LHN since 2007

	2007	2008	2009	Feb 2010	Change since 2007
State Average	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	50.8%	<i>Not Available</i>
Central Coast	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	61.7%	<i>Not Available</i>
Hunter New England	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	46.6%	<i>Not Available</i>
Illawarra Shoalhaven	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	43.6%	<i>Not Available</i>
Mid North Coast	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	51.0%	<i>Not Available</i>
Nepean Blue Mountains	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	65.2%	<i>Not Available</i>
Northern NSW	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	50.2%	<i>Not Available</i>
Northern Sydney	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	58.7%	<i>Not Available</i>
South Eastern Sydney	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	48.1%	<i>Not Available</i>
South Western Sydney	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	49.9%	<i>Not Available</i>
Southern NSW	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	67.6%	<i>Not Available</i>
Sydney	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	39.0%	<i>Not Available</i>
Western NSW	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	62.4%	<i>Not Available</i>
Western Sydney	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	50.1%	<i>Not Available</i>

The proportion of patients who provided a positive response to 'Overall Care' cannot be tested against the benchmark survey in 2007. The capacity to test will be available in future reports (from 2011).

Table 19: Mental Health Outpatients: Advocacy for each LHN since 2007

	2007	2008	2009	Feb 2010	Change since 2007
State Average	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	48.1%	<i>Not Available</i>
Central Coast	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	49.1%	<i>Not Available</i>
Hunter New England	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	46.7%	<i>Not Available</i>
Illawarra Shoalhaven	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	45.9%	<i>Not Available</i>
Mid North Coast	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	52.8%	<i>Not Available</i>
Nepean Blue Mountains	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	61.2%	<i>Not Available</i>
Northern NSW	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	44.0%	<i>Not Available</i>
Northern Sydney	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	53.3%	<i>Not Available</i>
South Eastern Sydney	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	45.7%	<i>Not Available</i>
South Western Sydney	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	48.6%	<i>Not Available</i>
Southern NSW	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	36.8%	<i>Not Available</i>
Sydney	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	36.4%	<i>Not Available</i>
Western NSW	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	59.6%	<i>Not Available</i>
Western Sydney	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	48.3%	<i>Not Available</i>

The proportion of patients who provided a positive response to 'Overall Care' cannot be tested against the benchmark survey in 2007. The capacity to test will be available in future reports (from 2011).

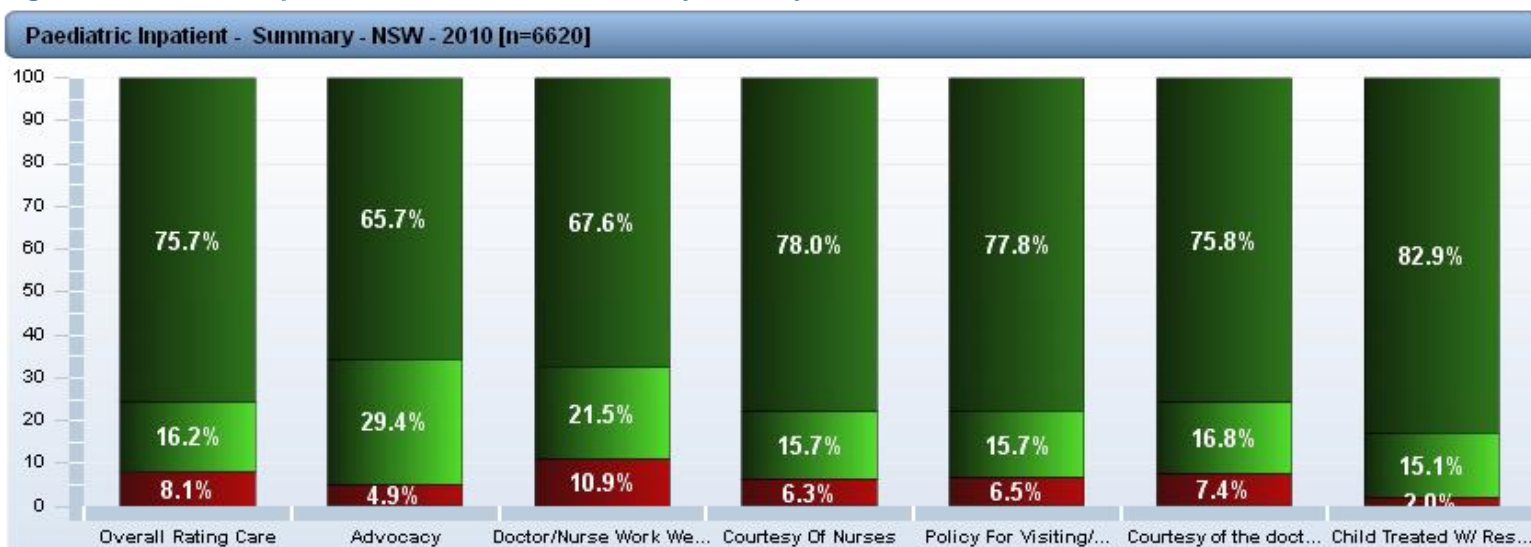
Paediatric Inpatients: Overall Care, Advocacy and Key Drivers of Overall Care: 2007 to December 2010

The most recent (Jan to Dec 2010) Paediatric Inpatient survey results for 'Overall Care', 'Advocacy' and the top five drivers of 'Overall Care' can be found below in Figure 8. In this figure, the most positive score for any given question is represented in dark green (e.g. 'excellent' and 'very good' for 'Overall Care'). The middle score is represented in light green (e.g. 'good' for 'Overall Care') and the least positive in red (e.g. 'fair' and 'poor' for 'Overall Care').

Performance for each of these questions since the benchmark survey in 2007 has been provided and can be found below in Table 20.

The proportion of patients who responded 'excellent' or 'very good' to 'Overall Care' and the percentage of patients who said they would 'definitely recommend' the facility where they received treatment has been provided for each Local Health Network below in Table 21 and Table 22.

Figure 8: Paediatric Inpatients: Overall Care, Advocacy and Key Drivers of Overall Care: Jan to Dec 2010



As reported in Figure 8, 75.7% of patients across NSW have rated their care as 'excellent' or 'very good' (dark green), 16.2% as 'good' (light green) and 8.1% as 'fair' or 'poor' (red) to December 2010. In addition, 65.7% of patients answered 'yes, definitely' (dark green) when asked if they would recommend the hospital to their family and friends, 29.4% responded 'yes, probably' (light green) and 4.9% answered 'no' (red). Performance for the top five key drivers of 'Overall Care' can be found above in Figure 8. Improving performance in these areas should increase the proportion of patients who answer 'excellent' or 'very good' to the 'Overall Care' question.

Table 20: Paediatric Inpatients: Overall Care, Advocacy and Key Drivers since 2007

	2007	2008	2009	Jan to Dec 2010	Change since 2007
Overall Care	74.0%	74.0%	76.6%	75.6%	1.7%
Advocacy	65.9%	64.0%	66.2%	65.7%	-.3%
Doctors and nurses working well together	61.7%	61.5%	65.4%	67.6%	6.0%
Courtesy of nurses	75.6%	75.8%	79.2%	78.0%	2.4%
Policy for visiting/staying with child	75.6%	75.4%	76.4%	77.8%	2.2%
Courtesy of doctors	73.4%	73.3%	73.0%	75.8%	2.4%
Treating child with respect and dignity	79.6%	81.0%	83.1%	82.9%	3.3%

As outlined above in Table 20, the proportion of patients who provided a positive response to 'Doctors and nurses working well together' (+6%) and 'Treating child with respect and dignity' (+3.3%) has significantly increased since the benchmark survey in 2007.

Table 21: Paediatric Inpatients: Overall Care for each LHN since 2007

	2007	2008	2009	Jan to Dec 2010	Change since 2007
State Average	74.0%	74.0%	76.6%	75.6%	1.7%
Central Coast	68.9%	<i>No Data</i>	89.2%	74.4%	5.5%
Far West	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	65.3%	<i>Not Available</i>
Hunter New England	74.5%	75.3%	73.5%	75.7%	1.1%
Illawarra Shoalhaven	60.8%	72.7%	68.6%	68.8%	8.0%
Mid North Coast	72.0%	72.4%	82.6%	80.5%	8.5%
Murrumbidgee	73.7%	75.2%	72.1%	76.8%	3.1%
Nepean Blue Mountains	70.0%	69.5%	78.3%	69.5%	-0.5%
Northern NSW	78.3%	77.9%	82.1%	80.3%	2.0%
Northern Sydney	82.1%	79.9%	83.3%	77.4%	-4.7%
South Eastern Sydney	59.7%	62.5%	94.5%	76.2%	16.5%
South Western Sydney	69.6%	64.2%	74.6%	69.2%	-0.4%
Southern NSW	64.6%	86.1%	82.7%	79.7%	15.1%
Sydney	81.2%	66.6%	75.5%	75.4%	-5.8%
Sydney Children's Network	78.7%	77.4%	75.7%	78.8%	0.2%
Western NSW	64.3%	75.8%	79.5%	74.0%	9.7%
Western Sydney	68.1%	66.4%	65.3%	66.4%	-1.7%

As outlined above in Table 21, the proportion of patients who said their 'Overall Care' was 'excellent' or 'very good' has increased since the benchmark survey in 2007 in South Eastern Sydney (+16.5%).

Table 22: Paediatric Inpatients: Advocacy for each LHN since 2007

	2007	2008	2009	Jan to Dec 2010	Change since 2007
State Average	65.9%	64.0%	66.2%	65.7%	-0.3%
Central Coast	50.5%	No Data	61.1%	56.1%	5.7%
Far West	No Data	No Data	No Data	35.6%	<i>Not Available</i>
Hunter New England	61.1%	58.4%	54.9%	57.8%	-3.3%
Illawarra Shoalhaven	47.8%	50.6%	50.7%	48.6%	0.8%
Mid North Coast	57.6%	61.4%	69.0%	62.0%	4.4%
Murrumbidgee	56.7%	45.3%	49.1%	55.7%	-1.0%
Nepean Blue Mountains	58.4%	59.6%	69.3%	57.2%	-1.2%
Northern NSW	66.4%	63.3%	66.9%	62.2%	-4.2%
Northern Sydney	74.4%	68.1%	69.1%	66.0%	-8.4%
South Eastern Sydney	61.6%	52.0%	72.3%	64.8%	3.2%
South Western Sydney	53.4%	55.5%	54.4%	51.7%	-1.7%
Southern NSW	64.9%	62.5%	67.3%	60.0%	-4.8%
Sydney	63.5%	57.5%	60.9%	68.7%	5.2%
Sydney Children's Network	82.1%	80.2%	81.6%	79.0%	-3.1%
Western NSW	44.1%	49.0%	52.8%	52.4%	8.3%
Western Sydney	56.2%	62.0%	59.4%	64.4%	8.2%

As outlined above in Table 22, the proportion of patients who would definitely recommend that hospital or service they received to family or friends has remained stable since the benchmark survey in 2007.

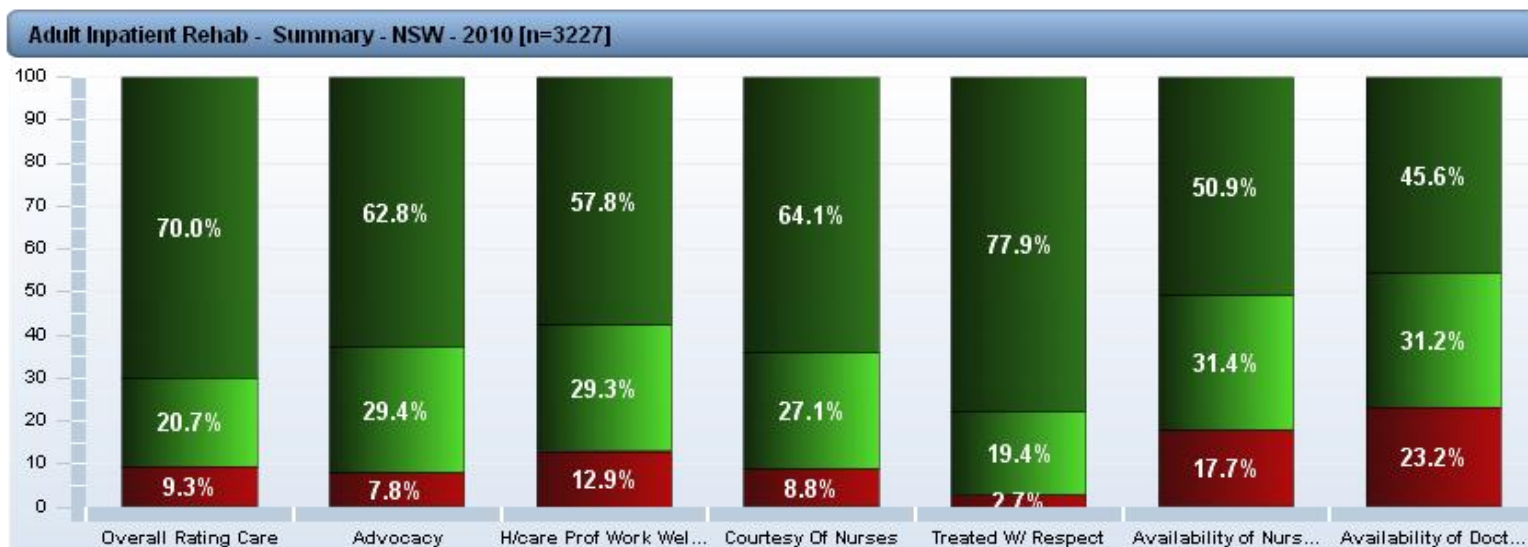
Adult Rehabilitation Inpatients: Overall Care, Advocacy and Key Drivers of Overall Care: 2007 to December 2010

The most recent (Jan to Dec 2010) Adult Rehabilitation Inpatient survey results for 'Overall Care', 'Advocacy' and the top five drivers of 'Overall Care' can be found below in Figure 9. In this figure, the most positive score for any given question is represented in dark green (e.g. 'excellent' and 'very good' for 'Overall Care'). The middle score is represented in light green (e.g. 'good' for 'Overall Care') and the least positive in red (e.g. 'fair' and 'poor' for 'Overall Care').

Performance for each of these questions since the benchmark survey in 2007 has been provided and can be found below in Table 23.

The proportion of patients who responded 'excellent' or 'very good' to 'Overall Care' and the percentage of patients who said they would 'definitely recommend' the facility where they received treatment has been provided for each Local Health Network below in Table 24 and Table 25.

Figure 9: Adult Rehabilitation Inpatients: Overall Care, Advocacy and Key Drivers of Overall Care: Jan to Dec 2010



As reported in Figure 9, 70% of patients across NSW have rated their care as 'excellent' or 'very good' (dark green), 20.7% as 'good' (light green) and 9.3% as 'fair' or 'poor' (red) to December 2010. In addition, 62.8% of patients answered 'yes, definitely' (dark green) when asked if they would recommend the hospital to their family and friends, 29.4% responded 'yes, probably' (light green) and 7.8% answered 'no' (red). Performance for the top five key drivers of 'Overall Care' can be found above in Figure 9. Improving performance in these areas should increase the proportion of patients who answer 'excellent' or 'very good' to the 'Overall Care' question.

Table 23: Adult Rehabilitation Inpatients: Overall Care, Advocacy and Key Drivers since 2007

	2007	2008	2009	Jan to Dec 2010	Change since 2007
Overall Care	69.9%	66.1%	71.9%	70.0%	0.1%
Advocacy	61.5%	63.1%	62.2%	62.8%	1.3%
Healthcare prof. working well together	60.9%	57.3%	63.4%	57.8%	-3.1%
Courtesy of nurses	67.5%	63.6%	71.1%	64.0%	-3.5%
Being treated with respect and dignity	74.8%	73.5%	79.5%	77.9%	3.1%
Availability of nurses	52.2%	51.1%	55.7%	50.9%	-1.3%
Availability of doctors	44.5%	46.8%	48.3%	45.6%	1.1%

As outlined above in Table 23, the proportion of patients who provided a positive response has remained stable since the benchmark survey in 2007.

Table 24: Adult Rehabilitation Inpatients: Overall Care for each LHN since 2007

	2007	2008	2009	Jan to Dec 2010	Change since 2007
State Average	69.9%	66.1%	71.9%	70.0%	0.1%
Central Coast	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	73.7%	<i>Not Available</i>
Hunter New England	65.0%	61.3%	70.0%	71.6%	6.6%
Illawarra Shoalhaven	75.0%	63.9%	66.7%	76.7%	1.7%
Murrumbidgee	82.1%	72.4%	75.0%	65.8%	-16.4%
Nepean Blue Mountains	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	71.3%	<i>Not Available</i>
Northern NSW	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	82.3%	<i>Not Available</i>
Northern Sydney	67.7%	67.3%	85.3%	68.5%	0.9%
South Eastern Sydney	72.3%	73.5%	72.9%	70.6%	-1.6%
South Western Sydney	69.5%	61.5%	69.0%	67.1%	-2.4%
Southern NSW	<i>No Data</i>	76.7%	<i>No Data</i>	71.5%	<i>Not Available</i>
St. Vincent's	67.6%	<i>No Data</i>	<i>No Data</i>	70.0%	2.4%
Sydney	37.1%	<i>No Data</i>	47.7%	66.1%	29.0%
Western Cluster	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	89.6%	<i>Not Available</i>
Western NSW	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	75.6%	<i>Not Available</i>
Western Sydney	60.6%	44.1%	71.9%	56.3%	-4.3%

As outlined above in Table 24, the proportion of patients who said their 'Overall Care' was 'excellent' or 'very good' has increased since the benchmark survey in 2007 in Sydney (+29%).

Table 25: Adult Rehabilitation Inpatients: Advocacy for each LHN since 2007

	2007	2008	2009	Jan to Dec 2010	Change since 2007
State Average	61.5%	63.1%	62.2%	62.8%	1.3%
Central Coast	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	54.4%	<i>Not Available</i>
Hunter New England	52.6%	56.7%	56.9%	60.0%	7.4%
Illawarra Shoalhaven	55.7%	57.1%	67.6%	70.0%	14.3%
Murrumbidgee	69.2%	65.4%	57.1%	52.1%	-17.1%
Nepean Blue Mountains	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	54.2%	<i>Not Available</i>
Northern NSW	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	69.0%	<i>Not Available</i>
Northern Sydney	70.3%	62.3%	65.2%	63.1%	-7.2%
South Eastern Sydney	60.8%	65.2%	59.8%	66.1%	5.3%
South Western Sydney	64.0%	68.2%	59.4%	59.7%	-4.3%
Southern NSW	<i>No Data</i>	72.4%	<i>No Data</i>	67.6%	<i>Not Available</i>
St. Vincent's	69.7%	<i>No Data</i>	<i>No Data</i>	66.8%	-2.8%
Sydney	41.2%	45.8%	53.5%	53.5%	12.3%
Western Cluster	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	85.4%	<i>Not Available</i>
Western NSW	<i>No Data</i>	<i>No Data</i>	<i>No Data</i>	60.8%	<i>Not Available</i>
Western Sydney	54.8%	54.5%	63.3%	52.6%	-2.2%

As outlined above in Table 25, the proportion of patients who would definitely recommend that hospital or service they received to family or friends has remained stable since the benchmark survey in 2007.

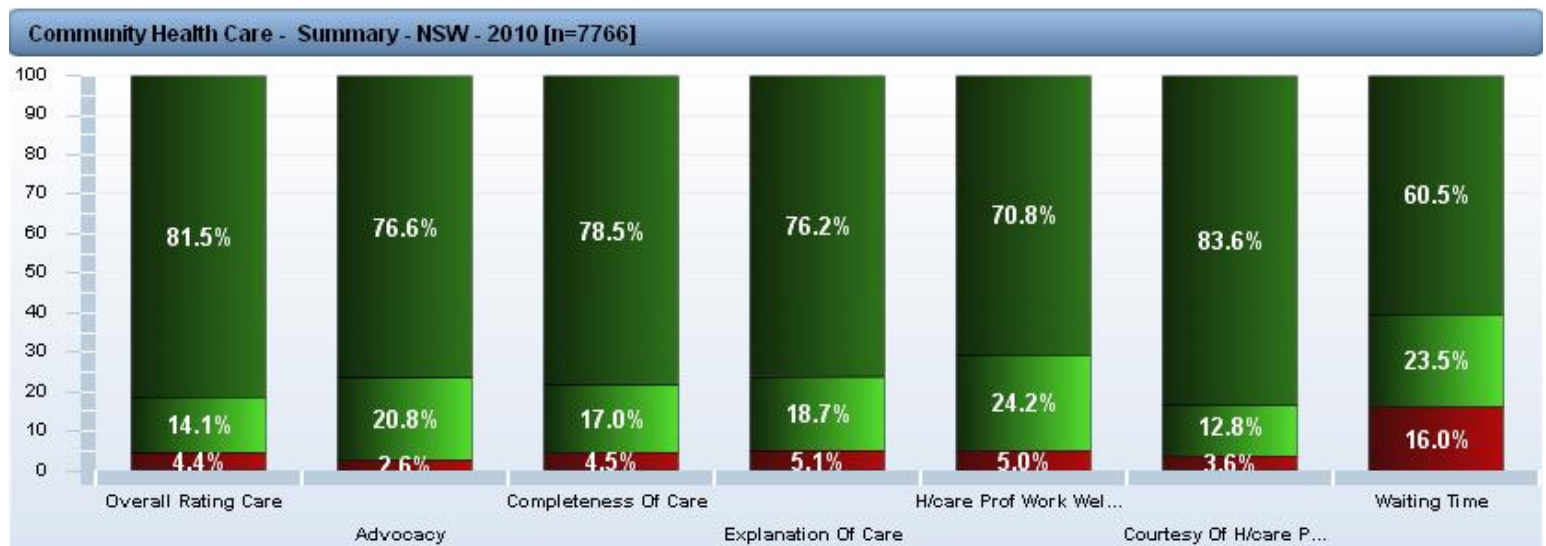
Community Health Patients: Overall Care, Advocacy and Key Drivers of Overall Care: 2007 to February 2010

The most recent (Feb 2010) Community Health Patient survey results for 'Overall Care', 'Advocacy' and the top five drivers of 'Overall Care' can be found below in Figure 10. In this figure, the most positive score for any given question is represented in dark green (e.g. 'excellent' and 'very good' for 'Overall Care'). The middle score is represented in light green (e.g. 'good' for 'Overall Care') and the least positive in red (e.g. 'fair' and 'poor' for 'Overall Care').

Performance for each of these questions since the benchmark survey in 2007 has been provided and can be found below in Table 26.

The proportion of patients who responded 'excellent' or 'very good' to 'Overall Care' and the percentage of patients who said they would 'definitely recommend' the facility where they received treatment has been provided for each Local Health Network below in Table 27 and Table 28.

Figure 10: Community Health Patients: Overall Care, Advocacy and Key Drivers of Overall Care: Feb 2010



As reported in Figure 10, 81.5% of patients across NSW have rated their care as 'excellent' or 'very good' (dark green), 14.1% as 'good' (light green) and 4.4% as 'fair' or 'poor' (red) to February 2010. In addition, 76.6% of patients answered 'yes, definitely' (dark green) when asked if they would recommend the hospital to their family and friends, 20.8% responded 'yes, probably' (light green) and 2.6% answered 'no' (red). Performance for the top five key drivers of 'Overall Care' can be found above in Figure 10. Improving performance in these areas should increase the proportion of patients who answer 'excellent' or 'very good' to the 'Overall Care' question.

Table 26: Community Health Patients: Overall Care, Advocacy and Key Drivers since 2007

	2007	2008	2009	Feb 2010	Change since 2007
Overall Care	79.7%	76.4%	77.7%	81.5%	1.8%
Advocacy	79.1%	76.2%	76.8%	76.6%	-2.5%
Receiving complete care	77.4%	74.7%	76.7%	78.6%	1.2%
Explanation of care	75.1%	71.8%	74.5%	76.2%	1.1%
Healthcare prof. working well together	71.8%	69.1%	70.1%	70.9%	-0.9%
Courtesy of healthcare professionals	84.9%	82.1%	82.9%	83.6%	-1.3%
Waiting time	62.8%	58.3%	61.2%	60.5%	-2.3%

As outlined above in Table 26, the proportion of patients who provided a positive response to 'Overall Care' (+1.8%) has significantly increased since the benchmark survey in 2007. In contrast, 'Advocacy' (-2.5%) and 'Waiting time' (-2.3%) decreased significantly.

Table 27: Community Health Patients: Overall Care for each LHN since 2007

	2007	2008	2009	Feb 2010	Change since 2007
State Average	79.7%	76.4%	77.7%	81.5%	1.8%
Central Coast	<i>No Data</i>	80.7%	81.8%	84.5%	<i>Not Available</i>
Far West	74.3%	70.2%	79.4%	82.7%	8.4%
Hunter New England	81.7%	79.5%	81.1%	81.8%	0.1%
Illawarra Shoalhaven	81.0%	76.8%	78.2%	81.5%	0.5%
Mid North Coast	78.9%	80.2%	80.4%	78.3%	-0.6%
Murrumbidgee	82.9%	84.4%	84.1%	81.9%	-1.0%
Nepean Blue Mountains	77.1%	78.8%	80.1%	76.6%	-0.5%
No LHN	<i>No Data</i>	66.4%	71.0%	88.2%	<i>Not Available</i>
Northern Cluster	77.4%	74.5%	73.5%	75.5%	-1.9%
Northern NSW	85.1%	80.1%	81.6%	78.5%	-6.6%
Northern Sydney	83.5%	76.2%	75.4%	88.2%	4.7%
South Eastern Sydney	73.3%	72.3%	65.6%	74.7%	1.4%
Southern NSW	80.7%	85.0%	84.8%	82.2%	1.5%
St. Vincent's	<i>No Data</i>	<i>No Data</i>	70.5%	86.5%	<i>Not Available</i>
Western Cluster	85.0%	58.4%	58.4%	78.2%	-6.8%
Western NSW	78.1%	78.4%	82.8%	77.0%	-1.1%
Western Sydney	75.2%	76.8%	77.3%	74.6%	-0.6%

As outlined above in Table 27, the proportion of patients who said their 'Overall Care' was 'excellent' or 'very good' has significantly decreased since the benchmark survey in 2007 in Northern NSW (-6.6%).

Table 28: Community Health Patients: Advocacy for each LHN since 2007

	2007	2008	2009	Feb 2010	Change since 2007
State Average	79.1%	76.2%	76.8%	76.6%	-2.5%
Central Coast	<i>No Data</i>	74.8%	76.5%	70.4%	<i>Not Available</i>
Far West	71.7%	69.8%	79.8%	71.7%	0.0%
Hunter New England	81.4%	80.2%	80.4%	82.9%	1.5%
Illawarra Shoalhaven	80.9%	79.5%	75.9%	77.2%	-3.7%
Mid North Coast	73.6%	78.1%	80.0%	79.6%	6.0%
Murrumbidgee	83.8%	83.6%	83.0%	82.9%	-0.9%
Nepean Blue Mountains	74.9%	74.6%	74.8%	66.5%	-8.4%
No LHN	<i>No Data</i>	68.5%	72.8%	75.6%	<i>Not Available</i>
Northern Cluster	79.3%	74.4%	75.3%	76.8%	-2.5%
Northern NSW	85.9%	80.9%	80.0%	74.0%	-11.9%
Northern Sydney	83.7%	75.9%	71.4%	69.9%	-13.8%
South Eastern Sydney	75.4%	75.7%	68.6%	82.0%	6.6%
Southern NSW	82.5%	84.0%	85.6%	85.9%	3.4%
St. Vincent's	<i>No Data</i>	<i>No Data</i>	78.5%	88.6%	<i>Not Available</i>
Western Cluster	90.0%	59.6%	62.4%	70.4%	-19.6%
Western NSW	76.5%	78.9%	83.0%	78.4%	1.9%
Western Sydney	73.5%	81.5%	77.3%	76.4%	2.9%

As outlined above in Table 28, the proportion of patients who would definitely recommend that hospital or service they received to family or friends has significantly decreased since the benchmark survey in 2007 in Northern NSW (-11.9%) and Northern Sydney (-13.8%).

Appendix One: Detailed information about the number of completed surveys

As outlined above in the introduction, the number of completed surveys directly impacts how confident we can be that the results are accurate. In short, the more completed surveys we receive, the more confident we can be that the survey results accurately reflect the views of the people who visited that hospital or used that service.

We have generated a series of tables below – sorted by Local Health Network – that report the number of completed surveys at the time of reporting. In addition, we have reported the confidence interval for each hospital or service where the number of completed surveys is greater than 30 (at which point we provide the results for this facility or service).

For example, and looking at the first hospital in the table below, “Gosford” had 117 completed surveys in the Overnight Inpatient category between January and September 2010. In the corresponding confidence interval column, we see that the 117 completed surveys, returns a confidence interval of +/-9%. This means that if, for example, 69.0% of those surveyed rated their Overall Care as ‘very good’ or ‘excellent’ then we can be 95% confident that between 60.0% and 78.0% of the population actually feels this way.

Our confidence in the data increased throughout the year, as the returned number of surveys also increased. As you can see, as the year progresses we become more confident in the results.

Overnight Inpatients	Reporting Period	Completed Surveys	Confidence Interval
Gosford	January to March 2010	39	15%
	January to June 2010	77	11%
	January to September 2010	117	9%
	January to December 2010	148	7%

Central Coast	Completed Surveys: January to December 2010 Survey Period								
FAC_NAME	OI	DI	ED	OP	MHI	MHO	PI	RI	CH
Gosford	148	127	151	139	13	0	134	8	0
Woy Woy	55	0	0	42	0	0	0	0	0
Long Jetty	56	0	0	0	0	0	0	1	0
Wyong	136	157	126	126	29	0	60	109	0
APAC - Central Coast	0	0	0	0	0	0	0	0	38
Central Coast	0	0	0	0	0	0	0	0	94
Central Coast	0	0	0	0	0	41	0	0	0
SH - Holden St	0	0	0	22	0	0	0	0	0

Confidence Intervals: January to December 2010 Survey Period								
OI	DI	ED	OP	MHI	MHO	PI	RI	CH
8%	9%	8%	8%	NR	NR	8%	NR	NR
12%	NR	NR	14%	NR	NR	NR	NR	NR
12%	NR	NR	NR	NR	NR	NR	NR	NR
8%	8%	9%	8%	NR	NR	12%	7%	NR
NR	NR	NR	NR	NR	NR	NR	NR	13%
NR	NR	NR	NR	NR	NR	NR	NR	10%
NR	NR	NR	NR	NR	15%	NR	NR	NR
NR	NR	NR	NR	NR	NR	NR	NR	NR

Far West	Completed Surveys: January to December 2010 Survey Period								
FAC_NAME	OI	DI	ED	OP	MHI	MHO	PI	RI	CH
Menindee	0	0	0	0	0	0	0	0	25
Balranald	61	0	25	0	0	0	4	0	17
Wentworth	0	0	5	0	0	0	0	0	4
Broken Hill Region	0	0	0	0	0	8	0	0	0
Broken Hill	93	112	135	142	5	0	60	0	78
Ivanhoe	0	0	2	13	0	0	0	0	1
Tibooburra	0	0	1	8	0	0	0	0	5
Wilcannia	5	0	8	0	0	0	0	0	0
Dareton Primary	0	0	0	0	0	0	0	0	60

Confidence Intervals: January to December 2010 Survey Period								
OI	DI	ED	OP	MHI	MHO	PI	RI	CH
NR	NR	NR	NR	NR	NR	NR	NR	NR
11%	NR	NR	NR	NR	NR	NR	NR	NR
NR	NR	NR	NR	NR	NR	NR	NR	NR
NR	NR	NR	NR	NR	NR	NR	NR	NR
10%	9%	8%	8%	NR	NR	12%	NR	11%
NR	NR	NR	NR	NR	NR	NR	NR	NR
NR	NR	NR	NR	NR	NR	NR	NR	NR
NR	NR	NR	NR	NR	NR	NR	NR	NR
NR	NR	NR	NR	NR	NR	NR	NR	11%

Hunter New England	Completed Surveys: January to December 2010 Survey Period								
FAC_NAME	OI	DI	ED	OP	MHI	MHO	PI	RI	CH
Foster	0	0	0	0	0	0	0	0	118
Armidale	109	119	111	88	5	0	96	0	113
Barraba	36	0	119	38	0	0	0	0	52
Bingara	35	0	110	4	0	0	0	0	42
Boggabri	2	0	85	0	0	0	0	0	12
Glen Innes	88	82	122	2	0	0	7	0	70
Gunnedah	85	105	134	0	0	0	32	0	99
Guyra	44	0	0	11	0	0	3	0	36
Inverell	96	107	112	8	0	0	26	0	99
Manilla	36	0	118	59	0	0	0	0	15
Moree	76	98	85	0	0	0	36	0	90
Narrabri	86	69	119	6	0	0	27	0	101
Tenterfield	89	0	91	1	0	0	3	0	43
Quirindi	84	0	112	0	0	0	2	0	66

Confidence Intervals: January to December 2010 Survey Period								
OI	DI	ED	OP	MHI	MHO	PI	RI	CH
NR	NR	NR	NR	NR	NR	NR	NR	8%
9%	9%	9%	10%	NR	NR	9%	NR	9%
15%	NR	9%	14%	NR	NR	NR	NR	12%
16%	NR	9%	NR	NR	NR	NR	NR	13%
NR	NR	10%	NR	NR	NR	NR	NR	NR
10%	10%	9%	NR	NR	NR	NR	NR	10%
10%	9%	8%	NR	NR	NR	16%	NR	9%
14%	NR	NR	NR	NR	NR	NR	NR	14%
10%	9%	9%	NR	NR	NR	NR	NR	9%
16%	NR	9%	10%	NR	NR	NR	NR	NR
11%	9%	11%	NR	NR	NR	15%	NR	10%
10%	11%	9%	NR	NR	NR	NR	NR	9%
10%	NR	10%	NR	NR	NR	NR	NR	13%
10%	NR	9%	NR	NR	NR	NR	NR	11%

Tamworth	134	121	148	87	9	0	137	0	117		8%	9%	8%	10%	NR	NR	8%	NR	9%
Tingha	0	0	0	5	0	0	0	0	6		NR	NR	NR	NR	NR	NR	NR	NR	NR
Emmaville	18	0	0	0	0	0	0	0	19		NR	NR	NR	NR	NR	NR	NR	NR	NR
Walcha	50	0	121	9	0	0	1	0	36		13%	NR	8%	NR	NR	NR	NR	NR	14%
Warialda	59	0	92	4	0	0	4	0	49		12%	NR	10%	NR	NR	NR	NR	NR	12%
Wee Waa	39	0	82	0	0	0	3	0	28		15%	NR	11%	NR	NR	NR	NR	NR	NR
Werris Creek	0	0	66	0	0	0	0	0	18		NR	NR	10%	NR	NR	NR	NR	NR	NR
Buladelah	69	0	117	33	0	0	0	0	29		11%	NR	9%	14%	NR	NR	NR	NR	NR
Gloucester	72	100	134	1	0	0	4	0	38		11%	9%	8%	NR	NR	NR	NR	NR	13%
Taree - Manning	124	140	135	88	6	0	65	0	0		9%	8%	8%	10%	NR	NR	12%	NR	NR
Wingham	0	0	0	0	2	0	0	29	76		NR	NR	NR	NR	NR	NR	NR	NR	11%
Taree	0	0	0	0	0	0	0	0	136		NR	NR	NR	NR	NR	NR	NR	NR	8%
Hawks Nest	0	0	0	0	0	0	0	0	0		NR	NR	NR	NR	NR	NR	NR	NR	NR
HNE Community	0	0	0	0	0	60	0	0	0		NR	NR	NR	NR	NR	13%	NR	NR	NR
HNE Mater	0	0	0	0	0	13	0	0	0		NR	NR	NR	NR	NR	NR	NR	NR	NR
Morrisset	0	0	0	0	1	0	0	0	0		NR	NR	NR	NR	NR	NR	NR	NR	NR
James Fletcher	0	0	0	0	40	0	0	0	0		NR	NR	NR	NR	13%	NR	NR	NR	NR
Cessnock	100	105	107	82	0	0	14	0	103		10%	9%	9%	10%	NR	NR	NR	NR	9%
Dungog	86	0	160	0	0	0	0	0	0		9%	NR	7%	NR	NR	NR	NR	NR	NR
Kurri Kurri	97	141	157	0	0	0	15	1	2		9%	8%	8%	NR	NR	NR	NR	NR	NR
Maitland	125	118	134	81	6	0	124	0	0		9%	9%	8%	11%	NR	NR	8%	NR	NR
Merriwa	32	0	94	5	0	0	1	0	11		16%	NR	9%	NR	NR	NR	NR	NR	NR
Muswellbrook	85	101	101	56	0	0	20	0	0		10%	9%	10%	11%	NR	NR	NR	NR	NR
Denman	0	0	84	3	0	0	0	0	9		NR	NR	10%	NR	NR	NR	NR	NR	NR
Calvary Mater	129	133	152	130	0	0	6	0	4		9%	8%	8%	8%	NR	NR	NR	NR	NR
Belmont	122	140	175	112	0	0	14	0	0		9%	8%	7%	9%	NR	NR	NR	NR	NR
Scone	91	117	115	33	0	0	27	0	38		10%	8%	9%	14%	NR	NR	NR	NR	13%
Singleton	106	103	103	11	0	0	42	0	104		9%	9%	10%	NR	NR	NR	13%	NR	9%
Murrurundi	23	0	90	0	0	0	0	0	9		NR	NR	9%	NR	NR	NR	NR	NR	NR
Hunter Area Clinical Services	0	0	0	0	0	0	0	0	8		NR	NR	NR	NR	NR	NR	NR	NR	NR
Tomaree	98	0	161	3	0	0	0	0	0		9%	NR	8%	NR	NR	NR	NR	NR	NR
John Hunter	142	147	136	135	2	0	131	45	93		8%	8%	8%	8%	NR	NR	8%	14%	10%
Lower Hunter	0	0	0	0	0	0	0	0	106		NR	NR	NR	NR	NR	NR	NR	NR	9%

Upper Hunter	0	0	0	0	0	0	0	0	101
Greater Newcastle	0	0	0	0	0	0	0	0	149
SH - Newcastle	0	0	0	67	0	0	0	0	0
SH - Taree- Forster	0	0	0	4	0	0	0	0	0
SH - Tamworth	0	0	0	0	0	0	0	0	0

NR	NR	NR	NR	NR	NR	NR	NR	9%
NR	NR	NR	NR	NR	NR	NR	NR	8%
NR	NR	NR	10%	NR	NR	NR	NR	NR
NR	NR	NR	NR	NR	NR	NR	NR	NR
NR	NR	NR	NR	NR	NR	NR	NR	NR

Illawarra Shoalhaven	Completed Surveys: January to December 2010 Survey Period								
FAC_NAME	OI	DI	ED	OP	MHI	MHO	PI	RI	CH
Illawarra	0	0	0	0	0	68	0	0	0
Bulli	88	115	37	31	0	0	28	0	0
Coledale	0	0	0	22	0	0	0	59	0
Kiama	39	0	0	21	0	0	0	0	0
Milton & Ulladulla	115	93	150	0	0	0	21	0	0
Port Kembla	0	0	0	77	0	0	0	97	0
Shoalhaven	132	130	143	99	0	0	126	49	0
Wollongong	133	145	132	92	12	0	111	0	0
Illawarra/Shoalhaven	0	0	0	0	0	0	0	0	119
Shellharbour	131	155	153	60	38	0	70	0	0
Illawarra Dental	0	0	0	0	0	0	0	0	0
Illawarra Drug, Alcohol, HIV/AIDS	0	0	0	0	0	0	0	0	0
David Berry	0	0	0	2	0	0	0	71	0
SH - Illawarra	0	0	0	12	0	0	0	0	0

Confidence Intervals: January to December 2010 Survey Period								
OI	DI	ED	OP	MHI	MHO	PI	RI	CH
NR	NR	NR	NR	NR	12%	NR	NR	NR
10%	9%	16%	14%	NR	NR	NR	NR	NR
NR	NR	NR	NR	NR	NR	NR	12%	NR
14%	NR	NR	NR	NR	NR	NR	NR	NR
9%	10%	8%	NR	NR	NR	NR	NR	NR
NR	NR	NR	9%	NR	NR	NR	9%	NR
8%	9%	8%	9%	NR	NR	8%	12%	NR
8%	8%	9%	10%	NR	NR	9%	NR	NR
NR	NR	NR	NR	NR	NR	NR	NR	9%
8%	8%	8%	11%	13%	NR	11%	NR	NR
NR	NR	NR	NR	NR	NR	NR	NR	NR
NR	NR	NR	NR	NR	NR	NR	NR	NR
NR	NR	NR	NR	NR	NR	NR	11%	NR
NR	NR	NR	NR	NR	NR	NR	NR	NR

Mid North Coast	Completed Surveys: January to December 2010 Survey Period								
FAC_NAME	OI	DI	ED	OP	MHI	MHO	PI	RI	CH
Bellinger River	60	32	92	5	0	0	2	0	0
Coffs Harbour	138	128	152	101	7	0	111	0	0
Dorrigo	68	0	50	0	0	0	3	0	0
Port Macquarie	0	0	0	0	0	0	0	0	69
Keey	107	91	123	18	4	0	51	12	0
Macksville	122	129	92	4	0	0	0	0	0
Wauchope	93	98	72	0	0	0	0	18	0
Kempsey	0	0	0	0	0	0	0	0	78

Confidence Intervals: January to December 2010 Survey Period								
OI	DI	ED	OP	MHI	MHO	PI	RI	CH
12%	17%	9%	NR	NR	NR	NR	NR	NR
8%	9%	8%	9%	NR	NR	9%	NR	NR
11%	NR	12%	NR	NR	NR	NR	NR	NR
NR	NR	NR	NR	NR	NR	NR	NR	11%
9%	10%	9%	NR	NR	NR	13%	NR	NR
9%	8%	9%	NR	NR	NR	NR	NR	NR
10%	10%	10%	NR	NR	NR	NR	NR	NR
NR	NR	NR	NR	NR	NR	NR	NR	9%

Wauchope	93	98	72	0	0	0	0	18	0	10%	10%	10%	NR	NR	NR	NR	NR	NR
Coffs Harbour	138	128	152	101	7	0	111	0	0	8%	9%	8%	9%	NR	NR	9%	NR	NR
Macksville	122	129	92	4	0	0	0	0	0	9%	8%	9%	NR	NR	NR	NR	NR	NR
Bellingen Valley	0	0	0	0	0	0	0	0	16	NR	NR	NR	NR	NR	NR	NR	NR	NR
Dorrigo	68	0	50	0	0	0	3	0	0	11%	NR	12%	NR	NR	NR	NR	NR	NR
Camden Haven	0	0	0	0	0	0	0	0	51	NR	NR	NR	NR	NR	NR	NR	NR	11%
Port Macquarie	132	123	176	86	3	0	114	0	0	8%	9%	7%	10%	NR	NR	9%	NR	NR
Coffs Clarence	0	0	0	0	0	50	0	0	0	NR	NR	NR	NR	NR	13%	NR	NR	NR
Hastings Macleay	0	0	0	0	0	47	0	0	0	NR	NR	NR	NR	NR	14%	NR	NR	NR

Murrumbidgee	Completed Surveys: January to December 2010 Survey Period									Confidence Intervals: January to December 2010 Survey Period									
	FAC_NAME	OI	DI	ED	OP	MHI	MHO	PI	RI	CH	OI	DI	ED	OP	MHI	MHO	PI	RI	CH
Lake Cargelligo	26	0	31	0	0	0	0	0	0	7	NR	NR	16%	NR	NR	NR	NR	NR	NR
Wyalong	79	17	29	0	0	0	5	0	0	0	10%	NR	NR	NR	NR	NR	NR	NR	NR
Barham	37	25	0	0	0	0	3	0	22	14%	NR	NR	NR	NR	NR	NR	NR	NR	NR
Berrigan	48	13	8	4	0	0	0	0	0	0	13%	NR	NR	NR	NR	NR	NR	NR	NR
Culcairn	26	5	15	7	0	0	1	0	10	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
Corowa	127	101	0	8	0	0	13	0	23	8%	9%	NR	NR	NR	NR	NR	NR	NR	NR
Deniliquin	105	111	0	1	0	0	31	0	110	9%	9%	NR	NR	NR	NR	16%	NR	8%	NR
Finley	49	25	0	0	0	0	5	0	5	13%	NR	NR	NR	NR	NR	NR	NR	NR	NR
Henty	42	12	0	0	0	0	2	0	0	13%	NR	NR	NR	NR	NR	NR	NR	NR	NR
Holbrook	43	19	20	28	0	0	6	0	7	14%	NR	NR	NR	NR	NR	NR	NR	NR	NR
Jerilderie	26	16	0	2	0	0	1	0	1	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
Urana	1	0	0	9	0	0	0	0	3	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
Tocumwal	36	21	0	0	0	0	4	0	0	15%	NR	NR	NR	NR	NR	NR	NR	NR	NR
Tumbarumba	38	19	8	2	0	0	6	0	6	15%	NR	NR	NR	NR	NR	NR	NR	NR	NR
Central	0	0	0	0	0	9	0	0	0	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
Western	0	0	0	0	0	8	0	0	0	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
Boorowa	33	6	20	7	0	0	2	0	7	16%	NR	NR	NR	NR	NR	NR	NR	NR	NR
Mercy Care	40	0	0	0	0	0	0	0	0	15%	NR	NR	NR	NR	NR	NR	NR	NR	NR
Murrumburrah-Harden	40	23	29	12	0	0	6	0	3	15%	NR	NR	NR	NR	NR	NR	NR	NR	NR
Young	100	98	84	20	0	0	41	0	6	9%	9%	10%	NR	NR	NR	14%	NR	NR	NR
Batlow	31	7	2	4	0	0	0	0	0	16%	NR	NR	NR	NR	NR	NR	NR	NR	NR

Griffith	99	90	120	82	0	0	95	24	54	10%	10%	9%	10%	NR	NR	10%	NR	11%
Gundagai	72	24	24	0	0	0	22	0	0	11%	NR	NR	NR	NR	NR	NR	NR	NR
Hay	29	24	0	0	0	0	0	0	0	NR	NR	NR	NR	NR	NR	NR	NR	NR
Hillston	34	11	2	0	0	0	2	0	11	16%	NR	NR	NR	NR	NR	NR	NR	NR
Junee	47	16	0	0	0	0	4	0	11	13%	NR	NR	NR	NR	NR	NR	NR	NR
Coolamon	13	47	24	0	0	0	4	0	8	NR	13%	NR	NR	NR	NR	NR	NR	NR
Leeton	83	50	66	0	0	0	21	0	57	10%	13%	11%	NR	NR	NR	NR	NR	11%
Lockhart	36	10	15	0	0	0	1	0	1	15%	NR	NR	NR	NR	NR	NR	NR	NR
Narrandera	97	71	32	12	0	0	15	0	16	10%	10%	16%	NR	NR	NR	NR	NR	NR
Temora	118	35	30	0	0	0	18	0	4	9%	16%	16%	NR	NR	NR	NR	NR	NR
Tumut	108	82	47	0	0	0	43	0	13	9%	10%	13%	NR	NR	NR	13%	NR	NR
Wagga Wagga	132	142	119	12	9	0	71	22	56	8%	8%	9%	NR	NR	NR	11%	NR	12%
Cootamundra	114	79	0	7	0	0	36	0	52	9%	10%	NR	NR	NR	NR	15%	NR	11%

Nepean Blue Mountains	Completed Surveys: January to December 2010 Survey Period									Confidence Intervals: January to December 2010 Survey Period								
FAC_NAME	OI	DI	ED	OP	MHI	MHO	PI	RI	CH	OI	DI	ED	OP	MHI	MHO	PI	RI	CH
Blue Mountains	78	71	159	94	0	0	47	35	0	11%	11%	8%	9%	NR	NR	13%	16%	NR
Nepean	137	152	165	105	1	0	136	42	0	8%	8%	8%	9%	NR	NR	8%	15%	NR
Springwood	5	65	0	4	0	0	7	10	27	NR	11%	NR	NR	NR	NR	NR	NR	NR
Tresillian (Penrith-Kingswood)	0	0	0	0	0	0	0	0	0	NR	NR	NR	NR	NR	NR	NR	NR	NR
Hawkesbury	0	0	138	0	0	0	0	0	0	NR	NR	8%	NR	NR	NR	NR	NR	NR
Lithgow	91	125	154	60	0	0	42	0	0	10%	8%	8%	12%	NR	NR	14%	NR	NR
Portland	0	0	0	2	0	0	0	0	0	NR	NR	NR	NR	NR	NR	NR	NR	NR
NBM Mental Health	0	0	0	0	0	44	0	0	0	NR	NR	NR	NR	NR	14%	NR	NR	NR
Drug and Alcohol Nepean Blue Mountains	0	0	0	0	0	0	0	0	0	NR	NR	NR	NR	NR	NR	NR	NR	NR
Lemongrove CH	0	0	0	0	0	0	0	0	97	NR	NR	NR	NR	NR	NR	NR	NR	9%
Penrith/Cranebrook CH	0	0	0	0	0	0	0	0	87	NR	NR	NR	NR	NR	NR	NR	NR	9%
St Marys CH	0	0	0	0	0	0	0	0	75	NR	NR	NR	NR	NR	NR	NR	NR	10%
Lawson CH	0	0	0	0	0	0	0	0	91	NR	NR	NR	NR	NR	NR	NR	NR	9%
Katoomba CH	0	0	0	0	0	0	0	0	12	NR	NR	NR	NR	NR	NR	NR	NR	NR

Network with Vic	Completed Surveys: January to December 2010 Survey Period									Confidence Intervals: January to December 2010 Survey Period								
FAC_NAME	OI	DI	ED	OP	MHI	MHO	PI	RI	CH	OI	DI	ED	OP	MHI	MHO	PI	RI	CH

Mercy - Albury	45	0	0	0	0	0	0	0	0	13%	NR	NR	NR	NR	NR	NR	NR	NR
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No LHN	Completed Surveys: January to December 2010 Survey Period								
FAC_NAME	OI	DI	ED	OP	MHI	MHO	PI	RI	CH
SSW	0	0	0	0	0	0	0	0	51

Confidence Intervals: January to December 2010 Survey Period								
OI	DI	ED	OP	MHI	MHO	PI	RI	CH
NR	NR	NR	NR	NR	NR	NR	NR	14%

Northern Cluster	Completed Surveys: January to December 2010 Survey Period								
FAC_NAME	OI	DI	ED	OP	MHI	MHO	PI	RI	CH
Breast Screen	0	0	0	0	0	0	0	0	184
Breastscreen NSW North Coast	0	0	0	0	0	0	0	0	188
Lowry Lodge	0	0	0	0	0	0	0	0	35
Hunter Area Dental	0	0	0	0	0	0	0	0	137

Confidence Intervals: January to December 2010 Survey Period								
OI	DI	ED	OP	MHI	MHO	PI	RI	CH
NR	NR	NR	NR	NR	NR	NR	NR	7%
NR	NR	NR	NR	NR	NR	NR	NR	7%
NR	NR	NR	NR	NR	NR	NR	NR	16%
NR	NR	NR	NR	NR	NR	NR	NR	8%

Northern NSW	Completed Surveys: January to December 2010 Survey Period								
FAC_NAME	OI	DI	ED	OP	MHI	MHO	PI	RI	CH
Coraki	0	0	0	0	0	0	0	0	33
Lismore Head Injury	0	0	0	0	0	0	0	0	13
Lismore Womens Health	0	0	0	0	0	0	0	0	0
Ballina	114	94	100	0	0	0	4	37	0
Byron Bay	76	90	84	0	0	0	1	0	0
Campbell	15	0	23	0	0	0	1	0	0
Casino	72	50	87	3	0	0	16	0	0
Bonalbo	9	0	55	1	0	0	0	0	9
Grafton	116	112	145	58	0	0	86	22	0
Kyogle	79	0	75	18	0	0	2	0	0
Lismore	126	129	152	82	13	0	130	5	0
Nimbin	15	1	46	0	0	0	0	0	0
Maclean	104	42	92	27	0	0	0	0	0
Mullumbimby	97	0	86	31	0	0	0	0	0
Murwillumbah	118	122	160	76	0	0	82	77	0
Tweed	121	180	139	111	5	0	117	0	0
Urbenville	23	0	6	0	0	0	0	0	15
Ballina	114	94	100	0	0	0	4	37	0

Confidence Intervals: January to December 2010 Survey Period								
OI	DI	ED	OP	MHI	MHO	PI	RI	CH
NR	NR	NR	NR	NR	NR	NR	NR	15%
NR	NR	NR	NR	NR	NR	NR	NR	NR
NR	NR	NR	NR	NR	NR	NR	NR	NR
9%	10%	9%	NR	NR	NR	NR	14%	NR
11%	10%	10%	NR	NR	NR	NR	NR	NR
NR	NR	NR	NR	NR	NR	NR	NR	NR
11%	14%	10%	NR	NR	NR	NR	NR	NR
NR	NR	11%	NR	NR	NR	NR	NR	NR
9%	9%	8%	12%	NR	NR	10%	NR	NR
11%	NR	10%	NR	NR	NR	NR	NR	NR
9%	9%	8%	10%	NR	NR	8%	NR	NR
NR	NR	13%	NR	NR	NR	NR	NR	NR
9%	15%	10%	NR	NR	NR	NR	NR	NR
10%	NR	9%	15%	NR	NR	NR	NR	NR
9%	9%	8%	10%	NR	NR	10%	8%	NR
9%	7%	8%	9%	NR	NR	9%	NR	NR
NR	NR	NR	NR	NR	NR	NR	NR	NR
9%	10%	9%	NR	NR	NR	NR	14%	NR

Casino	72	50	87	3	0	0	16	0	0	11%	14%	10%	NR	NR	NR	NR	NR	NR
Kyogle	79	0	75	18	0	0	2	0	0	11%	NR	10%	NR	NR	NR	NR	NR	NR
Grafton	116	112	145	58	0	0	86	22	0	9%	9%	8%	12%	NR	NR	10%	NR	NR
Lismore	126	129	152	82	13	0	130	5	0	9%	9%	8%	10%	NR	NR	8%	NR	NR
Nimbin	15	1	46	0	0	0	0	0	0	NR	NR	13%	NR	NR	NR	NR	NR	NR
Maclean	104	42	92	27	0	0	0	0	0	9%	15%	10%	NR	NR	NR	NR	NR	NR
Mullumbimby	97	0	86	31	0	0	0	0	0	10%	NR	9%	15%	NR	NR	NR	NR	NR
Murwillumbah	118	122	160	76	0	0	82	77	0	9%	9%	8%	10%	NR	NR	10%	8%	NR
Tweed Heads	0	0	0	0	0	0	0	0	79	NR	NR	NR	NR	NR	NR	NR	NR	10%
Riverlands	8	0	0	0	0	0	0	0	0	NR	NR	NR	NR	NR	NR	NR	NR	NR
Richmond	0	0	0	0	0	14	0	0	0	NR	NR	NR	NR	NR	NR	NR	NR	NR
Tweed Byron	0	0	0	0	0	31	0	0	0	NR	NR	NR	NR	NR	17%	NR	NR	NR
SH - Lismore	0	0	0	47	0	0	0	0	0	NR	NR	NR	13%	NR	NR	NR	NR	NR
SH - Tweed	0	0	0	0	0	0	0	0	0	NR	NR	NR	NR	NR	NR	NR	NR	NR

Northern Sydney	Completed Surveys: January to December 2010 Survey Period									Confidence Intervals: January to December 2010 Survey Period									
	FAC_NAME	OI	DI	ED	OP	MHI	MHO	PI	RI	CH	OI	DI	ED	OP	MHI	MHO	PI	RI	CH
Macquarie	0	0	0	0	3	0	0	0	0	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
Greenwich Home of Peace	0	0	0	60	8	0	0	128	0	NR	NR	NR	11%	NR	NR	NR	8%	NR	NR
Neringah Home of Peace	0	0	0	6	0	0	0	1	0	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
Hornsby & Ku-Ring-Gai	131	148	144	101	30	0	123	95	0	9%	8%	8%	9%	14%	NR	9%	9%	NR	NR
Manly	128	134	139	97	15	0	69	21	0	9%	8%	8%	9%	NR	NR	11%	NR	NR	NR
Mona Vale	131	139	152	41	0	0	121	120	0	8%	8%	8%	15%	NR	NR	9%	8%	NR	NR
Royal North Shore	139	132	144	110	10	0	144	72	0	8%	8%	8%	9%	NR	NR	8%	11%	NR	NR
RNS - Sydney Dialysis Centre	0	35	0	0	0	0	0	0	0	NR	16%	NR	NR	NR	NR	NR	NR	NR	NR
Royal Rehabilitation - Coorabel	0	0	0	62	0	0	0	117	0	NR	NR	NR	11%	NR	NR	NR	8%	NR	NR
Ryde	126	129	148	112	0	0	15	66	0	9%	8%	8%	8%	NR	NR	NR	11%	NR	NR
APAC - Northern Sydney	0	0	0	0	0	0	0	0	39	NR	NR	NR	NR	NR	NR	NR	NR	NR	12%
Northern Sydney	0	0	0	0	0	0	0	0	59	NR	NR	NR	NR	NR	NR	NR	NR	NR	13%
Coral Tree	0	0	0	0	0	0	0	0	0	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
NSCCAHS Area	0	0	0	0	0	5	0	0	0	NR	NR	NR	NR	NR	NR	NR	NR	NR	NR
CAM NSCCAHS	0	0	0	0	0	46	0	0	0	NR	NR	NR	NR	NR	14%	NR	NR	NR	NR
Hornsby	0	0	0	0	0	50	0	0	0	NR	NR	NR	NR	NR	13%	NR	NR	NR	NR

North Shore Ryde	0	0	0	0	0	51	0	0	0
Northern Beaches	0	0	0	0	0	51	0	0	0
SMOP NSCCAHS	0	0	0	0	0	51	0	0	0
Alcohol and other Drug Service	0	0	0	0	0	0	0	0	42

NR	NR	NR	NR	NR	13%	NR	NR	NR
NR	NR	NR	NR	NR	13%	NR	NR	NR
NR	NR	NR	NR	NR	13%	NR	NR	NR
NR	NR	NR	NR	NR	NR	NR	NR	15%

South Eastern Sydney	Completed Surveys: January to December 2010 Survey Period								
FAC_NAME	OI	DI	ED	OP	MHI	MHO	PI	RI	CH
Sydney/Sydney Eye	136	133	137	145	0	0	60	0	8
Calvary Health Care	0	0	0	83	0	0	0	151	46
Gower Wilson	2	2	0	0	0	0	0	0	0
War Memorial, Waverley	0	0	0	32	0	0	0	107	2
Prince of Wales	119	144	139	110	31	0	30	88	53
St George	133	149	177	119	16	0	130	85	47
Sutherland	140	158	173	99	11	0	118	117	0
Royal Hospital for Women	123	120	0	0	0	0	46	0	0
Prince of Wales	119	144	139	110	31	0	30	88	53
St George	133	149	177	119	16	0	130	85	47
Sutherland	140	158	173	99	11	0	118	117	0
SH - Sydney Hospital	0	0	0	75	0	0	0	0	0
SH - Albion St	0	0	0	18	0	0	0	0	0

Confidence Intervals: January to December 2010 Survey Period								
OI	DI	ED	OP	MHI	MHO	PI	RI	CH
8%	8%	8%	8%	NR	NR	11%	NR	NR
NR	NR	NR	10%	NR	NR	NR	8%	13%
NR	NR	NR	NR	NR	NR	NR	NR	NR
NR	NR	NR	17%	NR	NR	NR	9%	NR
9%	8%	8%	9%	14%	NR	17%	10%	12%
8%	8%	7%	9%	NR	NR	8%	10%	12%
8%	8%	7%	9%	NR	NR	9%	9%	NR
9%	9%	NR	NR	NR	NR	11%	NR	NR
9%	8%	8%	9%	14%	NR	17%	10%	12%
8%	8%	7%	9%	NR	NR	8%	10%	12%
8%	8%	7%	9%	NR	NR	9%	9%	NR
NR	NR	NR	11%	NR	NR	NR	NR	NR
NR	NR	NR	NR	NR	NR	NR	NR	NR

South Western Sydney	Completed Surveys: January to December 2010 Survey Period								
FAC_NAME	OI	DI	ED	OP	MHI	MHO	PI	RI	CH
Karitane Family Care Centre	0	0	0	0	0	0	99	0	0
Camden	79	110	144	96	0	0	18	81	0
Fairfield	129	133	125	100	0	0	143	79	0
Liverpool	150	143	142	113	30	0	144	98	0
Campbelltown	146	179	156	100	47	0	121	2	0
Bankstown	125	136	131	93	6	0	132	96	0
Braeside	0	0	0	0	0	0	0	147	0
Bankstown	125	136	131	93	6	0	132	96	0
Braeside	0	0	0	0	0	0	0	147	0
Liverpool	150	143	142	113	30	0	144	98	0

Confidence Intervals: January to December 2010 Survey Period								
OI	DI	ED	OP	MHI	MHO	PI	RI	CH
NR	NR	NR	NR	NR	NR	9%	NR	NR
10%	9%	8%	9%	NR	NR	NR	10%	NR
9%	8%	9%	9%	NR	NR	8%	10%	NR
8%	8%	8%	9%	15%	NR	8%	9%	NR
8%	7%	8%	10%	11%	NR	9%	NR	NR
9%	8%	9%	10%	NR	NR	8%	9%	NR
NR	NR	NR	NR	NR	NR	NR	8%	NR
9%	8%	9%	10%	NR	NR	8%	9%	NR
NR	NR	NR	NR	NR	NR	NR	8%	NR
8%	8%	8%	9%	15%	NR	8%	9%	NR

MacArthur	0	0	0	0	0	39	0	0	0
Wingecarribee	0	0	0	0	0	12	0	0	0
Bowral	142	167	172	47	1	0	107	0	0
SH - Bigge Park	0	0	0	11	0	0	0	0	0

NR	NR	NR	NR	NR	15%	NR	NR	NR
NR	NR	NR	NR	NR	NR	NR	NR	NR
8%	7%	7%	12%	NR	NR	9%	NR	NR
NR	NR	NR	NR	NR	NR	NR	NR	NR

Southern Cluster	Completed Surveys: January to December 2010 Survey Period								
FAC_NAME	OI	DI	ED	OP	MHI	MHO	PI	RI	CH
Sthn NSW Breast Screen	0	0	0	0	0	0	0	0	0
Murrumbidgee Breast Screen	0	0	0	0	0	0	0	0	0

Confidence Intervals: January to December 2010 Survey Period								
OI	DI	ED	OP	MHI	MHO	PI	RI	CH
NR	NR	NR	NR	NR	NR	NR	NR	NR
NR	NR	NR	NR	NR	NR	NR	NR	NR

Southern NSW	Completed Surveys: January to December 2010 Survey Period								
FAC_NAME	OI	DI	ED	OP	MHI	MHO	PI	RI	CH
Albury	0	0	0	0	0	0	0	0	81
Eastern	0	0	0	0	0	18	0	0	0
Greater Albury	0	0	0	0	0	19	0	0	0
Kenmore	0	0	0	0	7	0	0	3	0
Bateman's Bay	115	136	121	0	0	0	38	0	0
Bega	126	119	93	3	0	0	89	0	53
Bombala	54	7	17	0	0	0	0	0	0
Braidwood	29	11	20	0	0	0	2	0	14
Cooma	128	114	0	0	0	0	61	0	28
Crookwell	70	13	29	0	0	0	4	0	46
Delegate	0	0	4	0	0	0	0	0	1
Goulburn	140	125	113	5	10	0	105	0	87
Moruya	117	106	115	0	0	0	61	0	0
Pambula	103	92	28	0	0	0	45	0	0
Queanbeyan	60	60	99	0	0	0	12	0	32
Bourke Street	0	0	0	47	2	0	0	51	2
Yass	70	33	81	0	0	0	5	0	56

Confidence Intervals: January to December 2010 Survey Period								
OI	DI	ED	OP	MHI	MHO	PI	RI	CH
NR	NR	NR	NR	NR	NR	NR	NR	10%
NR	NR	NR	NR	NR	NR	NR	NR	NR
NR	NR	NR	NR	NR	NR	NR	NR	NR
NR	NR	NR	NR	NR	NR	NR	NR	NR
9%	8%	8%	NR	NR	NR	15%	NR	NR
9%	9%	9%	NR	NR	NR	10%	NR	13%
11%	NR	NR	NR	NR	NR	NR	NR	NR
NR	NR	NR	NR	NR	NR	NR	NR	NR
8%	9%	NR	NR	NR	NR	11%	NR	NR
11%	NR	NR	NR	NR	NR	NR	NR	11%
NR	NR	NR	NR	NR	NR	NR	NR	NR
8%	9%	9%	NR	NR	NR	9%	NR	9%
9%	9%	8%	NR	NR	NR	11%	NR	NR
9%	10%	NR	NR	NR	NR	13%	NR	NR
12%	12%	9%	NR	NR	NR	NR	NR	15%
NR	NR	NR	12%	NR	NR	NR	13%	NR
11%	16%	9%	NR	NR	NR	NR	NR	11%

St. Vincent's	Completed Surveys: January to December 2010 Survey Period								
FAC_NAME	OI	DI	ED	OP	MHI	MHO	PI	RI	CH
Sacred Heart	0	0	0	0	0	0	0	106	0

Confidence Intervals: January to December 2010 Survey Period								
OI	DI	ED	OP	MHI	MHO	PI	RI	CH
NR	NR	NR	NR	NR	NR	NR	9%	NR

St Vincent's	127	152	110	103	19	0	10	0	70	9%	8%	9%	10%	NR	NR	NR	NR	11%
St Joseph's, Auburn	0	0	0	86	2	0	0	109	0	NR	NR	NR	10%	NR	NR	NR	9%	NR

Sydney	Completed Surveys: January to December 2010 Survey Period									Confidence Intervals: January to December 2010 Survey Period								
FAC_NAME	OI	DI	ED	OP	MHI	MHO	PI	RI	CH	OI	DI	ED	OP	MHI	MHO	PI	RI	CH
Rozelle	0	0	0	0	0	0	0	0	0	NR	NR	NR	NR	NR	NR	NR	NR	NR
Balmain	63	37	0	56	0	0	1	106	0	12%	15%	NR	11%	NR	NR	NR	9%	NR
Canterbury	114	114	140	96	0	0	129	28	0	9%	9%	8%	10%	NR	NR	8%	NR	NR
Royal Prince Alfred	135	129	164	132	16	0	164	7	0	8%	9%	8%	8%	NR	NR	7%	NR	NR
Tresillian Family	103	1	0	0	0	0	101	0	0	9%	NR	NR	NR	NR	NR	9%	NR	NR
Thomas Walker	0	0	0	0	2	0	0	0	0	NR	NR	NR	NR	NR	NR	NR	NR	NR
Concord	151	138	144	146	37	0	64	102	0	8%	8%	8%	8%	15%	NR	11%	9%	NR
RPAH Institute	148	95	0	138	0	0	2	0	0	8%	9%	NR	8%	NR	NR	NR	NR	NR
Canterbury	114	114	140	96	0	0	129	28	0	9%	9%	8%	10%	NR	NR	8%	NR	NR
SSW Eastern Zone	0	0	0	0	0	48	0	0	0	NR	NR	NR	NR	NR	14%	NR	NR	NR
SH - RPA	0	0	0	5	0	0	0	0	0	NR	NR	NR	NR	NR	NR	NR	NR	NR

Sydney Children's Network	Completed Surveys: January to December 2010 Survey Period									Confidence Intervals: January to December 2010 Survey Period								
FAC_NAME	OI	DI	ED	OP	MHI	MHO	PI	RI	CH	OI	DI	ED	OP	MHI	MHO	PI	RI	CH
Children's at Westmead	34	44	133	135	5	0	151	0	0	15%	14%	8%	8%	NR	NR	8%	NR	NR
Sydney Children's	9	6	149	109	2	0	122	0	0	NR	NR	8%	9%	NR	NR	9%	NR	NR

Western Cluster	Completed Surveys: January to December 2010 Survey Period									Confidence Intervals: January to December 2010 Survey Period								
FAC_NAME	OI	DI	ED	OP	MHI	MHO	PI	RI	CH	OI	DI	ED	OP	MHI	MHO	PI	RI	CH
Sydney Dental	0	0	0	127	0	0	0	0	65	NR	NR	NR	9%	NR	NR	NR	NR	12%
Lourdes, Dubbo	0	0	0	0	0	0	0	49	46	NR	NR	NR	NR	NR	NR	NR	13%	12%
St. Vincent's	0	0	0	29	0	0	0	0	83	NR	NR	NR	NR	NR	NR	NR	NR	9%
Breastscreening NSW Greater Western	0	0	0	20	0	0	0	0	0	NR	NR	NR	NR	NR	NR	NR	NR	NR

Western NSW	Completed Surveys: January to December 2010 Survey Period									Confidence Intervals: January to December 2010 Survey Period								
FAC_NAME	OI	DI	ED	OP	MHI	MHO	PI	RI	CH	OI	DI	ED	OP	MHI	MHO	PI	RI	CH
Bourke	53	0	29	21	0	0	11	0	11	13%	NR	NR	NR	NR	NR	NR	NR	NR
Brewarrina	15	4	10	0	0	0	0	0	23	NR	NR	NR	NR	NR	NR	NR	NR	NR

Cobar	63	30	25	0	0	0	12	0	13		12%	17%	NR	NR	NR	NR	NR	NR	NR
Collarenebri	2	0	12	0	0	0	0	0	28		NR	NR	NR	NR	NR	NR	NR	NR	NR
Coolah	27	0	17	0	0	0	2	0	12		NR	NR	NR	NR	NR	NR	NR	NR	NR
Coonabarabran	108	95	33	0	0	0	6	0	21		9%	9%	15%	NR	NR	NR	NR	NR	NR
Baradine	38	0	6	20	0	0	3	0	9		15%	NR	NR	NR	NR	NR	NR	NR	NR
Coonamble	47	11	33	0	0	0	1	0	50		13%	NR	16%	NR	NR	NR	NR	NR	13%
Gulgambone	1	0	4	0	0	0	0	0	0		NR	NR	NR	NR	NR	NR	NR	NR	NR
Dubbo	134	136	151	107	2	0	117	0	0		8%	8%	8%	9%	NR	NR	9%	NR	NR
Dunedoo	22	0	20	0	0	0	0	0	1		NR	NR	NR	NR	NR	NR	NR	NR	NR
Gilgandra	87	0	33	0	0	0	5	0	30		10%	NR	16%	NR	NR	NR	NR	NR	15%
Goodooga	0	0	0	1	0	0	0	0	0		NR	NR	NR	NR	NR	NR	NR	NR	NR
Gulgong	21	0	20	0	0	0	0	0	12		NR	NR	NR	NR	NR	NR	NR	NR	NR
Mudgee	104	127	109	0	0	0	28	0	79		9%	8%	8%	NR	NR	NR	NR	NR	10%
Narromine	49	19	15	0	0	0	4	0	16		13%	NR	NR	NR	NR	NR	NR	NR	NR
Nyngan	51	0	21	9	0	0	6	0	24		13%	NR	NR	NR	NR	NR	NR	NR	NR
Trangie	16	0	15	4	0	0	0	0	3		NR	NR	NR	NR	NR	NR	NR	NR	NR
Walgett	24	0	20	10	0	0	5	0	5		NR	NR	NR	NR	NR	NR	NR	NR	NR
Warren	53	23	17	4	0	0	8	0	21		12%	NR	NR	NR	NR	NR	NR	NR	NR
Wellington	71	29	20	0	0	0	3	0	53		11%	NR	NR	NR	NR	NR	NR	NR	12%
Lightning Ridge	50	0	25	9	0	0	0	0	36		13%	NR	NR	NR	NR	NR	NR	NR	14%
Bloomfield	0	0	0	0	21	0	0	0	0		NR	NR	NR	NR	NR	NR	NR	NR	NR
Bathurst	134	122	137	72	0	0	101	55	88		8%	9%	8%	10%	NR	NR	9%	11%	9%
Blayney	14	0	22	0	0	0	0	0	19		NR	NR	NR	NR	NR	NR	NR	NR	NR
Canowindra Soldiers	74	0	18	0	0	0	1	0	72		11%	NR	NR	NR	NR	NR	NR	NR	10%
Condobolin	37	10	27	0	0	0	1	0	26		15%	NR	NR	NR	NR	NR	NR	NR	NR
Cowra	103	100	62	0	0	0	42	0	83		9%	9%	11%	NR	NR	NR	14%	NR	9%
Cudal War Memorial	0	0	0	0	0	0	0	0	0		NR	NR	NR	NR	NR	NR	NR	NR	NR
Eugowra Memorial	0	0	1	0	0	0	0	0	10		NR	NR	NR	NR	NR	NR	NR	NR	NR
Forbes	122	124	79	0	0	0	33	0	39		8%	8%	10%	NR	NR	NR	16%	NR	13%
Grenfell	3	0	12	0	0	0	0	0	25		NR	NR	NR	NR	NR	NR	NR	NR	NR
Molong	38	0	27	0	0	0	1	0	21		15%	NR	NR	NR	NR	NR	NR	NR	NR
Oberon	38	0	33	0	0	0	0	0	0		15%	NR	15%	NR	NR	NR	NR	NR	NR
Orange	142	133	138	92	0	0	121	54	26		8%	8%	8%	10%	NR	NR	9%	12%	NR

Parkes	104	100	93	0	0	0	15	0	80	9%	9%	9%	NR	NR	NR	NR	NR	9%
Peak Hill	22	0	20	0	0	0	0	0	7	NR	NR	NR	NR	NR	NR	NR	NR	NR
Trundle	0	0	14	0	0	0	0	0	5	NR	NR	NR	NR	NR	NR	NR	NR	NR
Rylstone	26	0	42	0	0	0	2	0	16	NR	NR	13%	NR	NR	NR	NR	NR	NR
Tottenham	2	0	1	0	0	0	0	0	1	NR	NR	NR	NR	NR	NR	NR	NR	NR
Tullamore	9	0	7	0	0	0	0	0	1	NR	NR	NR	NR	NR	NR	NR	NR	NR
Mid Western Brain Injur	0	0	0	4	0	0	0	0	0	NR	NR	NR	NR	NR	NR	NR	NR	NR
Dubbo Region	0	0	0	0	0	27	0	0	0	NR	NR	NR	NR	NR	NR	NR	NR	NR
Orange Region	0	0	0	0	0	41	0	0	0	NR	NR	NR	NR	NR	15%	NR	NR	NR
Engonnia	0	0	0	0	0	0	0	0	0	NR	NR	NR	NR	NR	NR	NR	NR	NR

Western Sydney	Completed Surveys: January to December 2010 Survey Period									Confidence Intervals: January to December 2010 Survey Period								
	OI	DI	ED	OP	MHI	MHO	PI	RI	CH	OI	DI	ED	OP	MHI	MHO	PI	RI	CH
Cumberland	0	0	0	0	25	0	0	0	0	NR	NR	NR	NR	NR	NR	NR	NR	NR
Auburn	143	117	131	89	0	0	129	1	87	8%	9%	9%	10%	NR	NR	8%	NR	9%
Blacktown	142	98	163	93	11	0	47	11	110	8%	10%	8%	10%	NR	NR	14%	NR	8%
Mount Druitt	117	116	137	100	0	0	112	51	97	9%	9%	8%	9%	NR	NR	9%	13%	9%
Westmead	139	128	162	121	12	0	144	50	0	8%	9%	8%	9%	NR	NR	8%	14%	NR
Central WS Mental Health	0	0	0	0	0	49	0	0	0	NR	NR	NR	NR	NR	14%	NR	NR	NR
East WS Mental Health	0	0	0	0	0	57	0	0	0	NR	NR	NR	NR	NR	13%	NR	NR	NR
Western Drug and Alcohol	0	0	0	0	0	0	0	0	0	NR	NR	NR	NR	NR	NR	NR	NR	NR
Doonside CH	0	0	0	0	0	0	0	0	52	NR	NR	NR	NR	NR	NR	NR	NR	12%
The Hills CH	0	0	0	0	0	0	0	0	108	NR	NR	NR	NR	NR	NR	NR	NR	9%
Parramatta CH	0	0	0	0	0	0	0	0	114	NR	NR	NR	NR	NR	NR	NR	NR	8%
Merrylands CH	0	0	0	0	0	0	0	0	98	NR	NR	NR	NR	NR	NR	NR	NR	9%