



Consumers at the centre of health in South Australia

South Australian Health Consumer Experience Survey September 2020

Introduction

Health Consumers Alliance of South Australia Inc (HCASA) has been the recognised peak voice for health consumers in South Australia for almost 20 years. As expert partners, HCASA have worked with consumers, health services and government to improve health outcomes.

HCASA undertook the ***Health Consumer Experience Survey*** to provide a snapshot of consumer feedback regarding their experience with healthcare in South Australia. We hope and anticipate that this data will be used to better inform health services to partner with consumers in improving health care. We hope also that this survey can be undertaken as an annual review of health consumer experience in the absence of a health consumer advocacy peak body in South Australia.

When the SA Government chose to cease funding to the HCASA in 2019, it made the decision, that independent systemic health consumer advocacy is no longer necessary in South Australia. With the closure of HCASA on 30 September 2020, South Australia will be out of step with all other states, which have government funded, independent and systemic peak health consumer organisations. This Survey Report is our final piece of work with health consumers in South Australia.

Survey

The Survey was undertaken between 1st to 31st July 2020 using Survey Monkey as an online platform. 156 consumers across SA undertook the survey.

The survey comprised of the following sections;

- *Section 1: General information*
- *Section 2: Health Care Experience*
 - *Most recent healthcare experience*
 - *Overall healthcare experience in the last year*
 - *Communication*
 - *Partnering with consumers in own care*
 - *Meeting consumer needs*
 - *Cultural safety*
- *Section 3: Making a Complaint*
- *Section 4: Consumer Participation*

Acknowledgement

Health Consumers Alliance of South Australia wishes to take this opportunity to acknowledge and thank the health consumers and communities of South Australia.

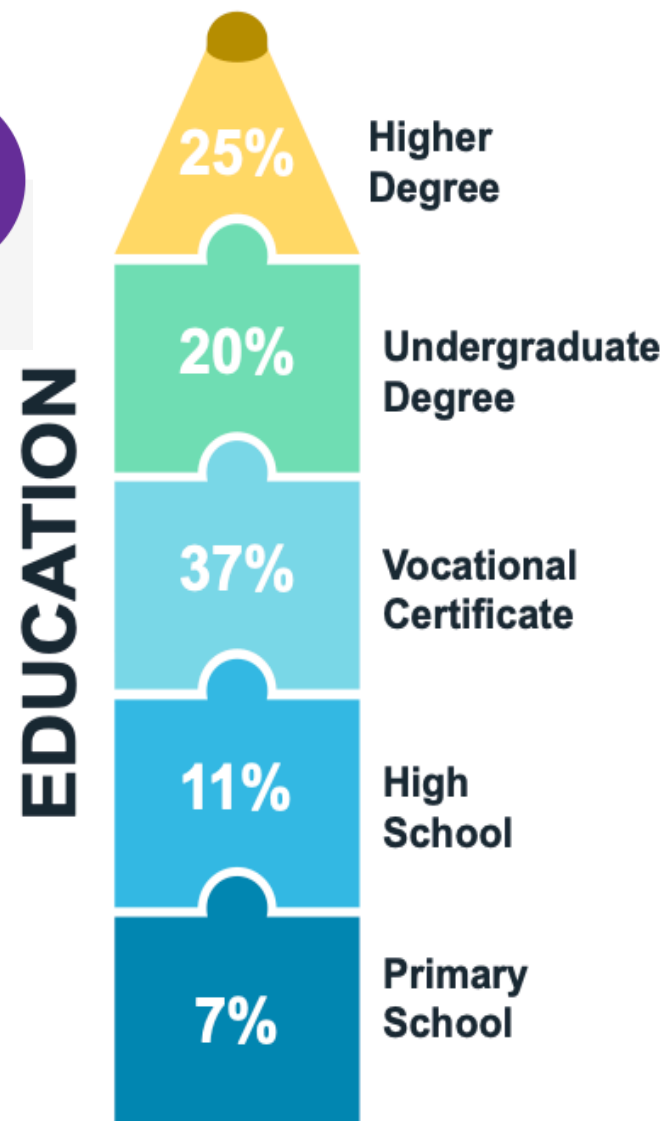
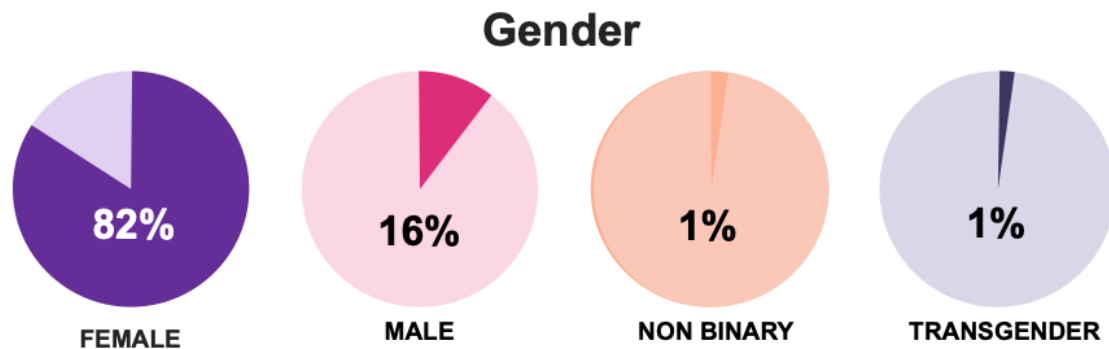
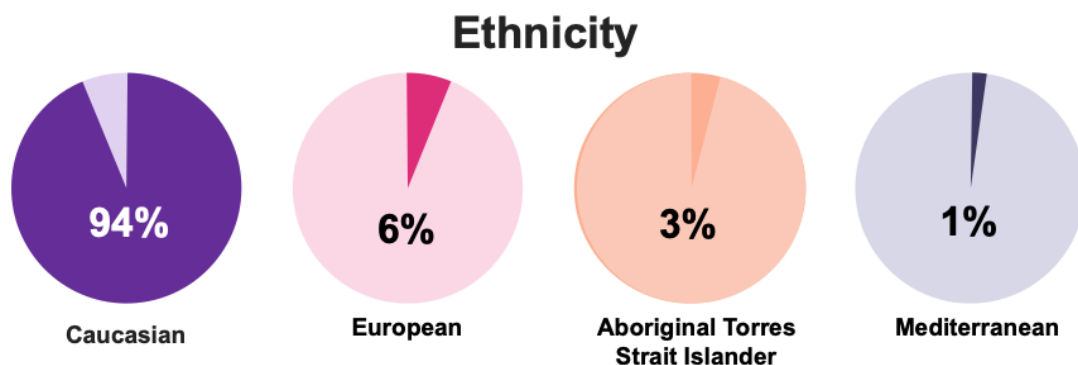
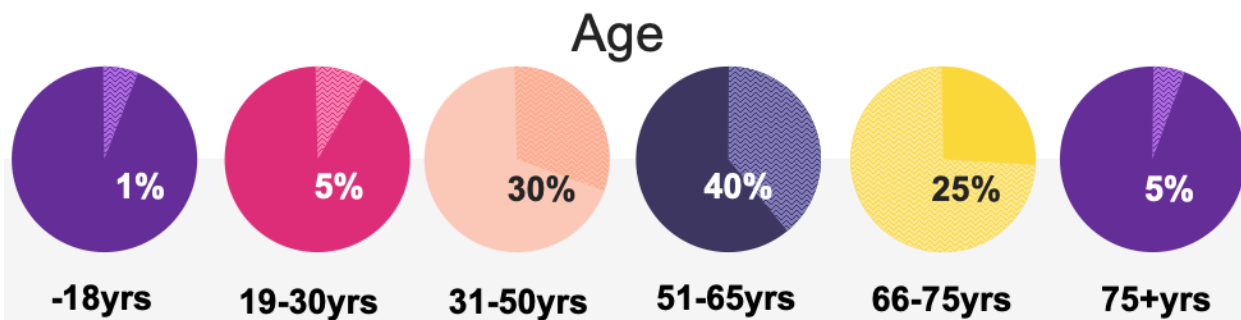
We acknowledge the many Consumer Advocates and Community Representatives who have given of their time, shared their experiences, provided invaluable ideas and perspectives, and have informed and influenced health planning, service delivery and policy to improve the health experience of all South Australians.

Putting consumers at the centre of health in South Australia



Consumers at the centre of health in South Australia

Section 1: General Information



General Information cont.

Communities

Older People
49%

Carers
3%

LGBTQI+
people
15%

Rural &
remote
communities
15%

People living with
disability
24%

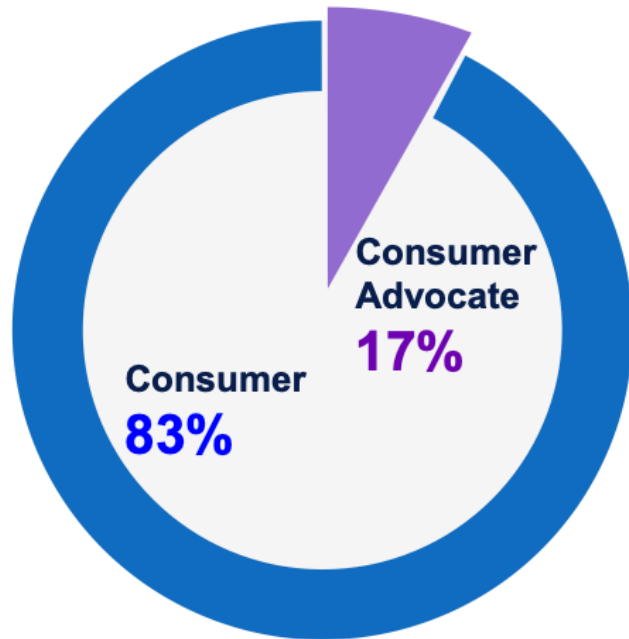
Trauma
affected people
18%

Young
people
16%

People living with
chronic health
condition/s
50%

People with lived
experience of
Mental illness
35%

General Information cont.

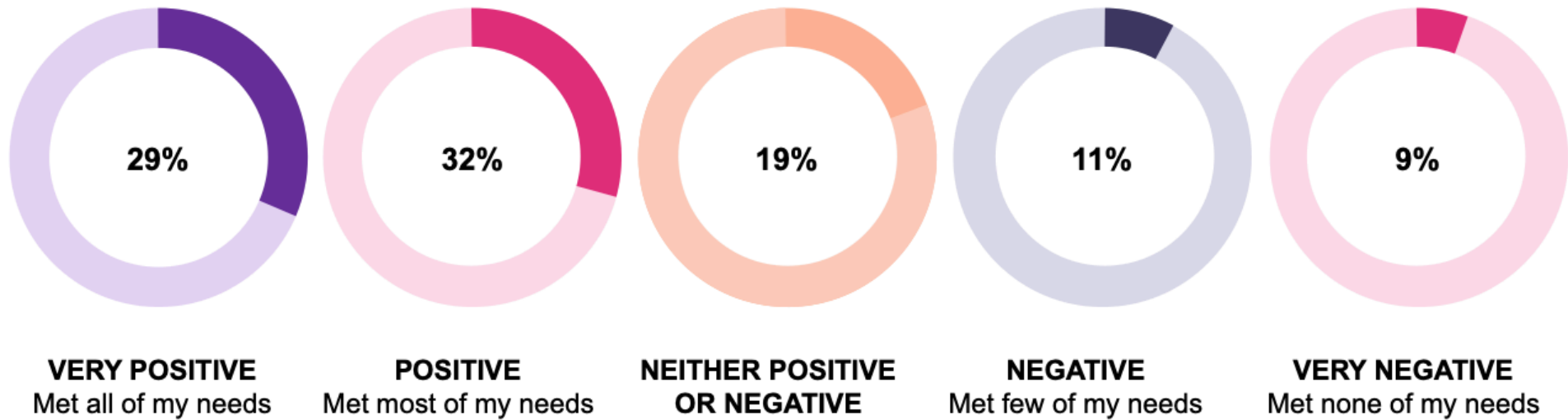


5033	POSTCODE	5074	5045	5066	5114	5062	5214	5158	5085	
5049	5043	5168	5173	5255	5169	5042	5072	5238	5000	5162
5234	5000	5113	5097	5059	5064	5032	5095	5063	5045	5042
5073	5116	5245	5011	5540	5343	5108	5161	5114	5013	5013
5047	5153	5355	2880	5097	5196	5085	5074	5051	5007	5117
5110	5117	5110	5045	5024	5050	5159	5214	5072	5048	5134
5074	5067	5464	5290	5126	5333	5048	5153	5109	5043	5161
5067	5114	5412	5066	5051	5061	5075	5152	5022	5204	5272
5043	5573	5373	5032	5042	5173	5019	5044	5253	5108	5046
5039	5049	5374	5169	5252	5252	5000	5641	5211	5067	5041
5373	5006	5043	5115	5097	5113	5064	5555	5082	5144	5195
5159	5097	5086	5096	5152	5000	5062	5068	5255	5452	5575



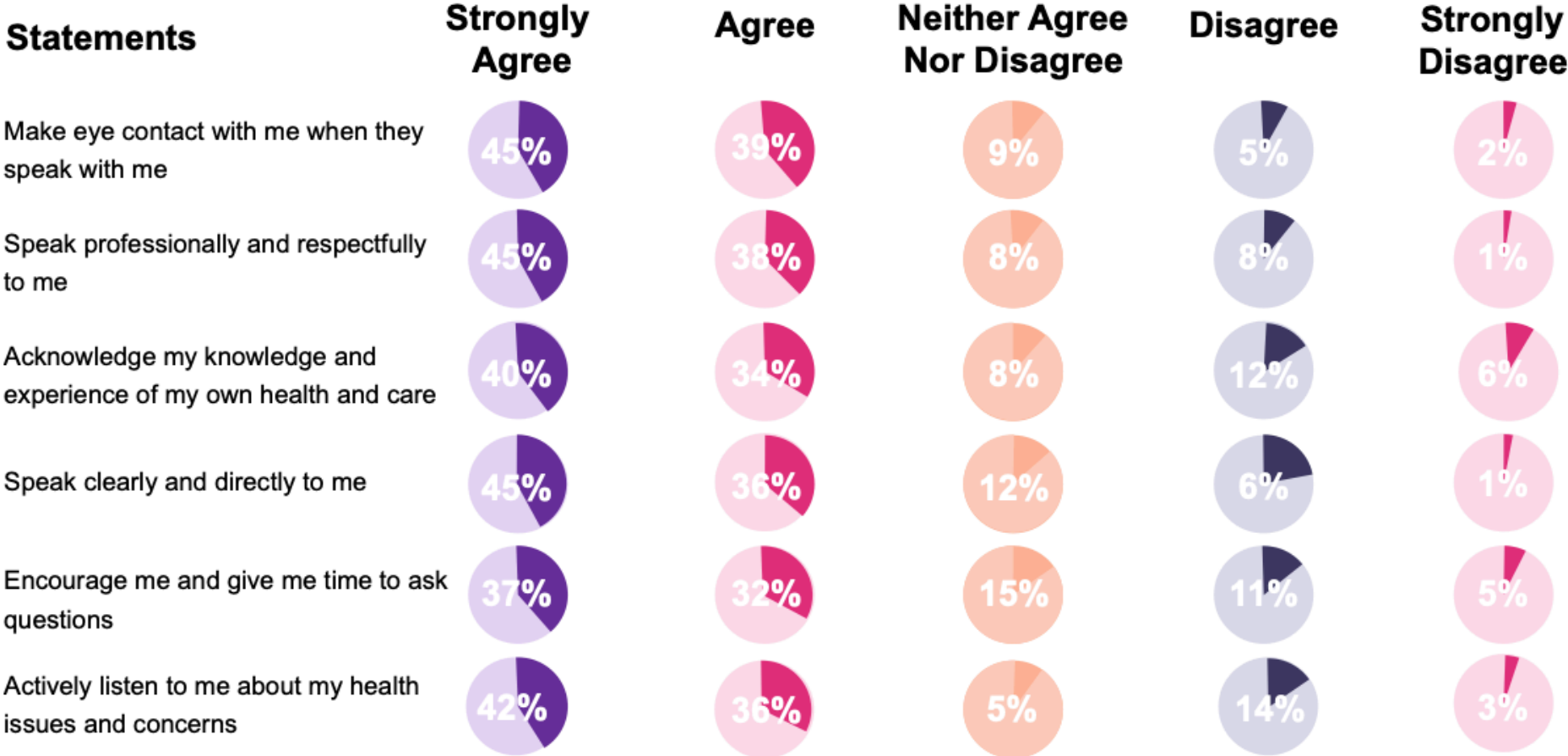
Section 2: Healthcare experience

Most recent healthcare experience



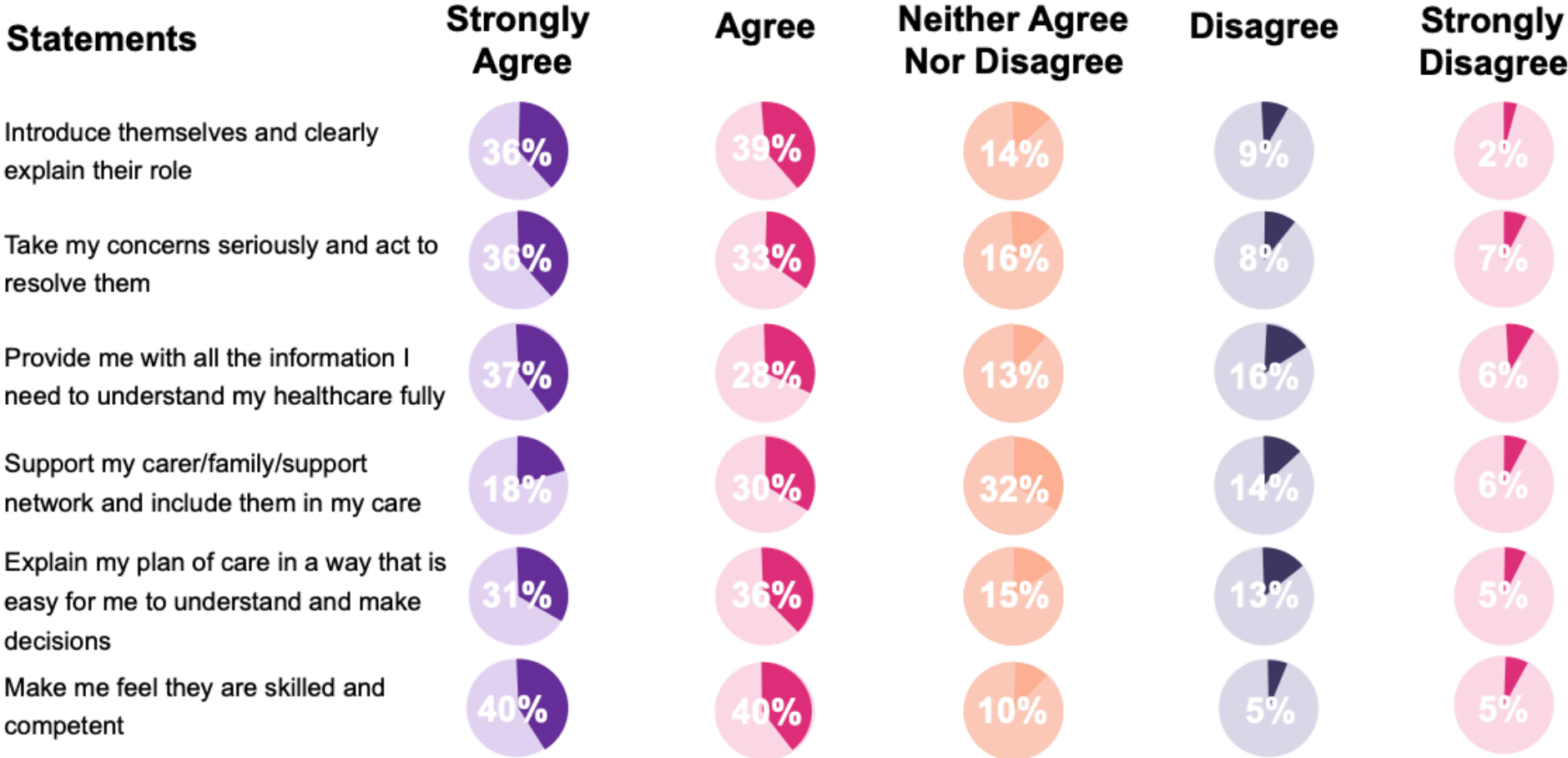
Consumer Experience: Communication

Health Practitioner Communication



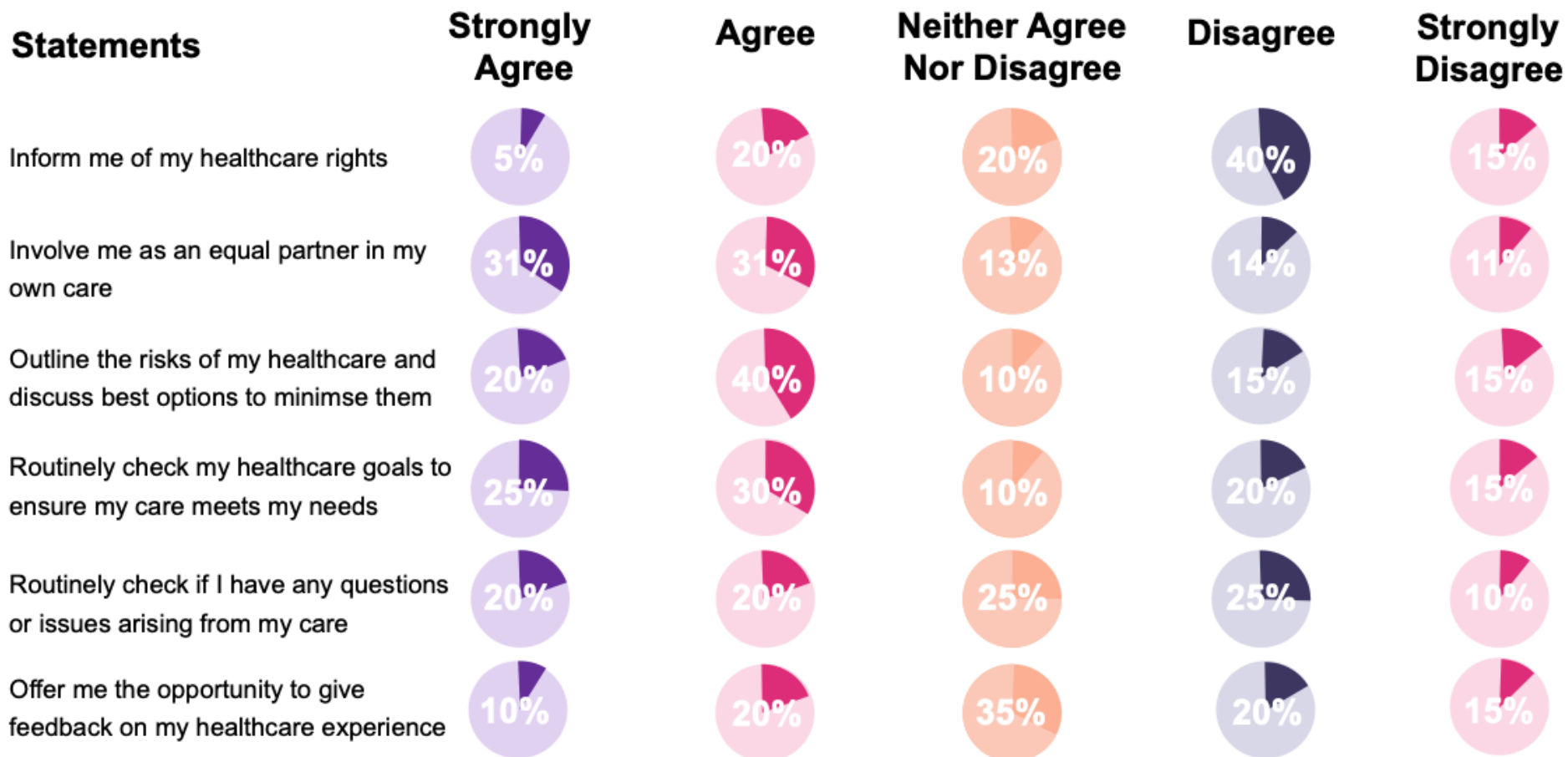
Consumer Experience: Partnering in own care

Health Practitioners involve consumers in own care



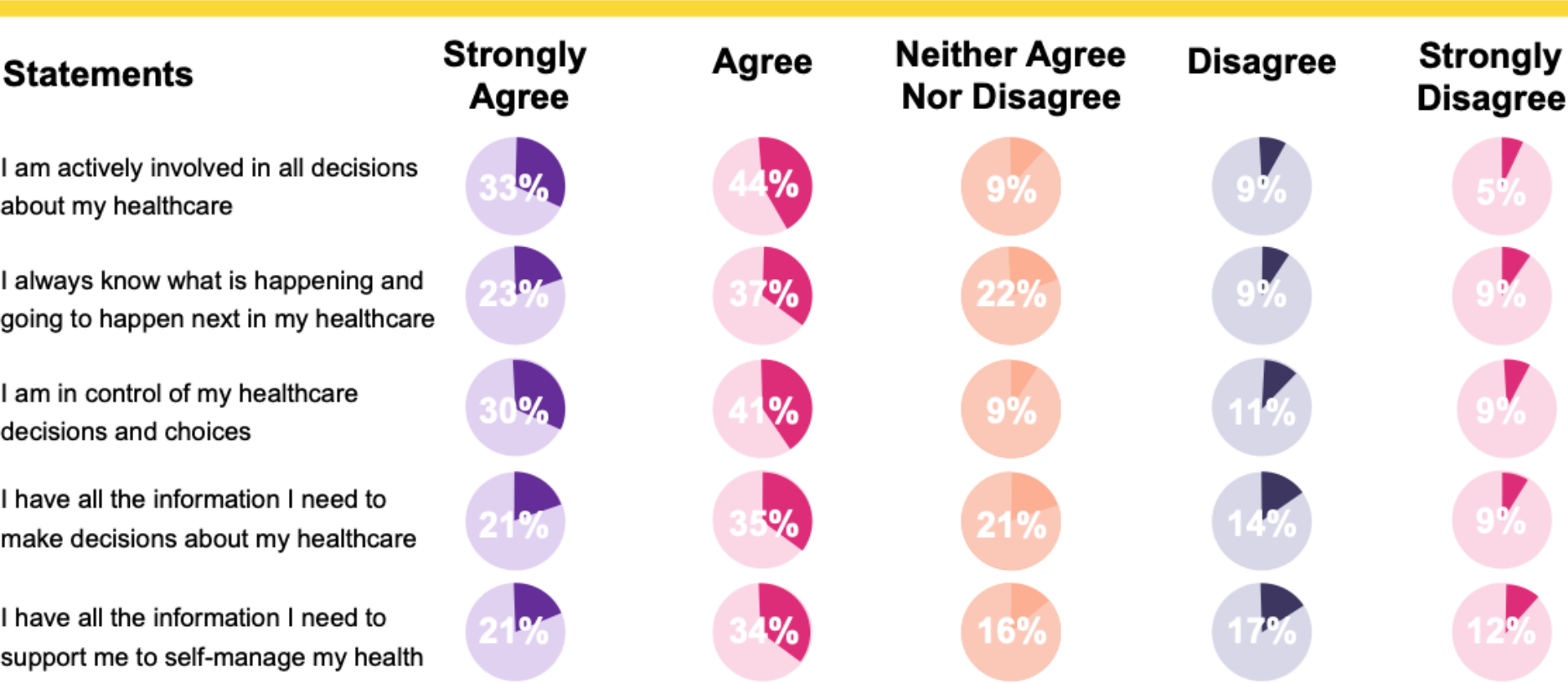
Consumer Experience: Partnering in decision-making

Health Practitioners involve consumers in healthcare planning & decision-making



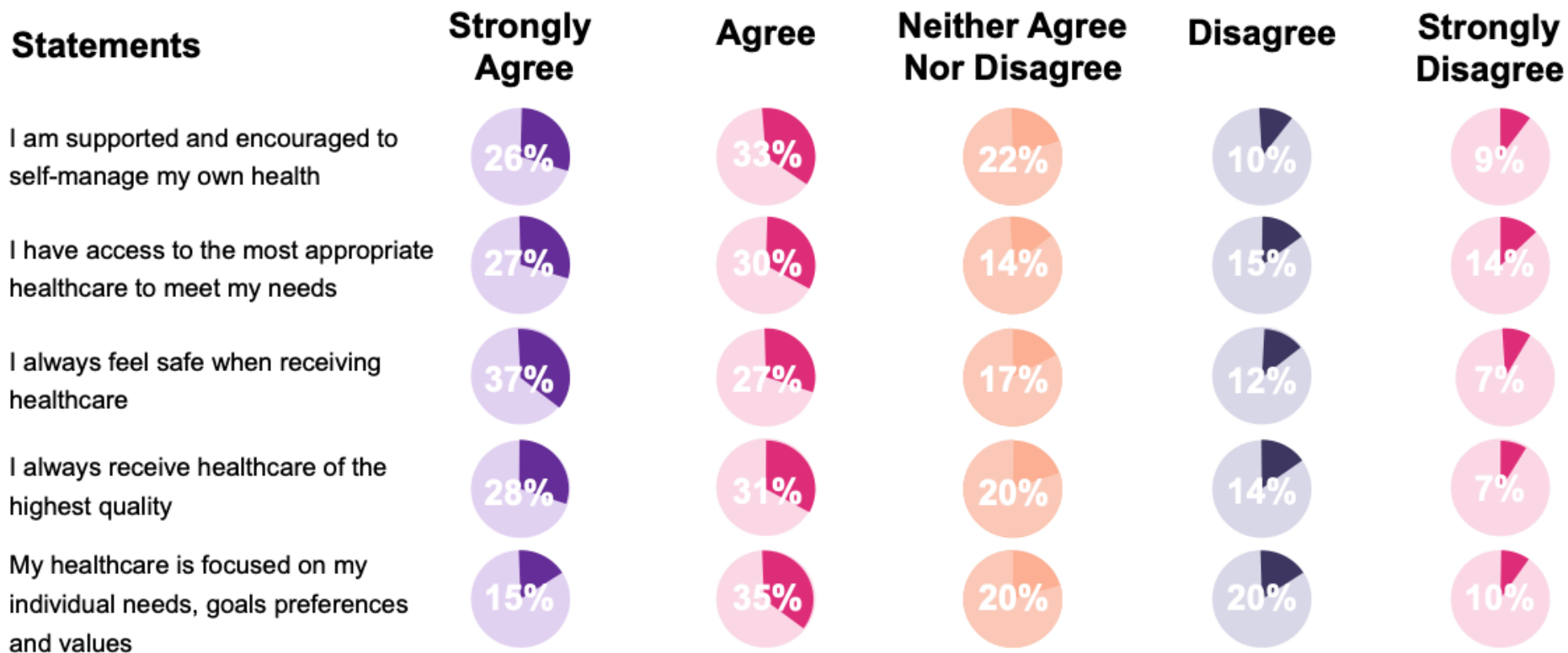
Consumer Experience: Meeting consumer needs

How consumer's feel about their healthcare experience



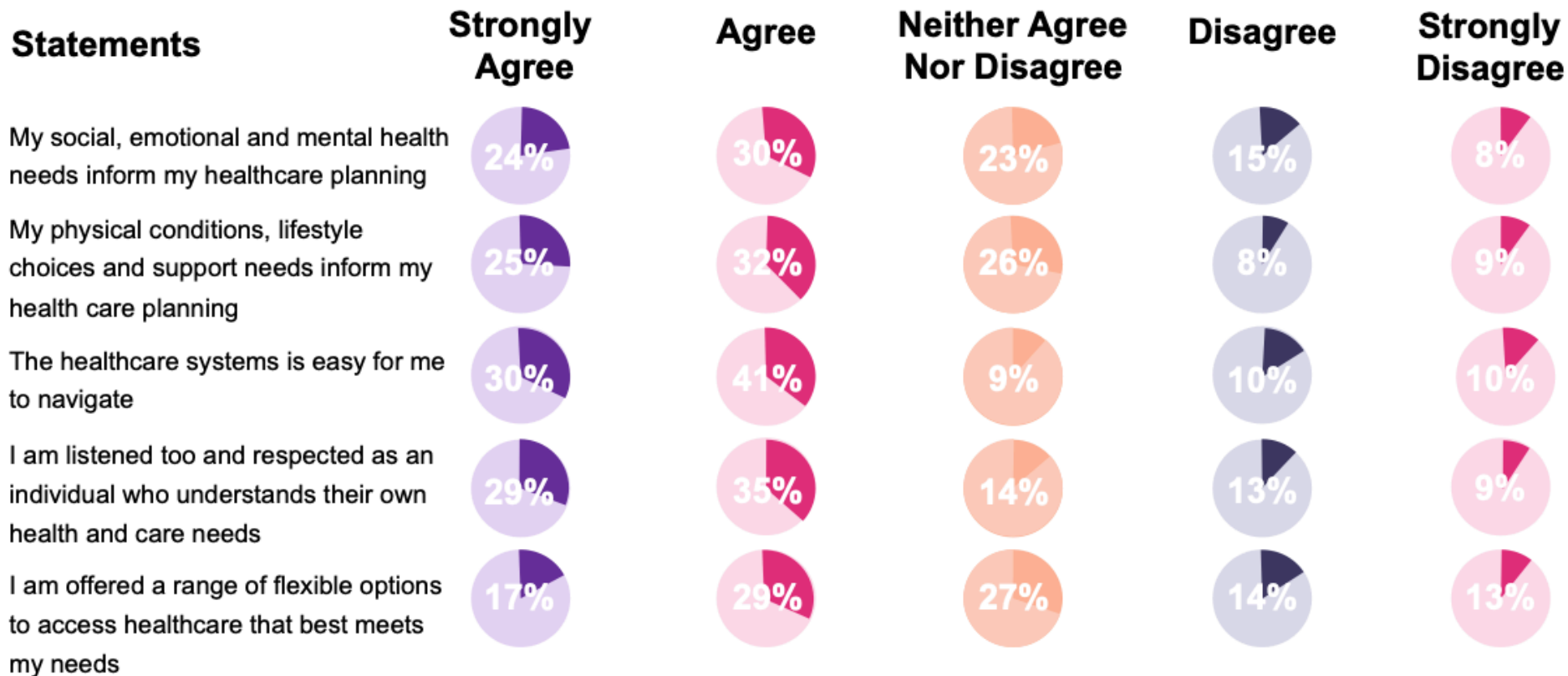
Consumer Experience: Meeting consumer needs cont.

How consumer's feel about their healthcare experience



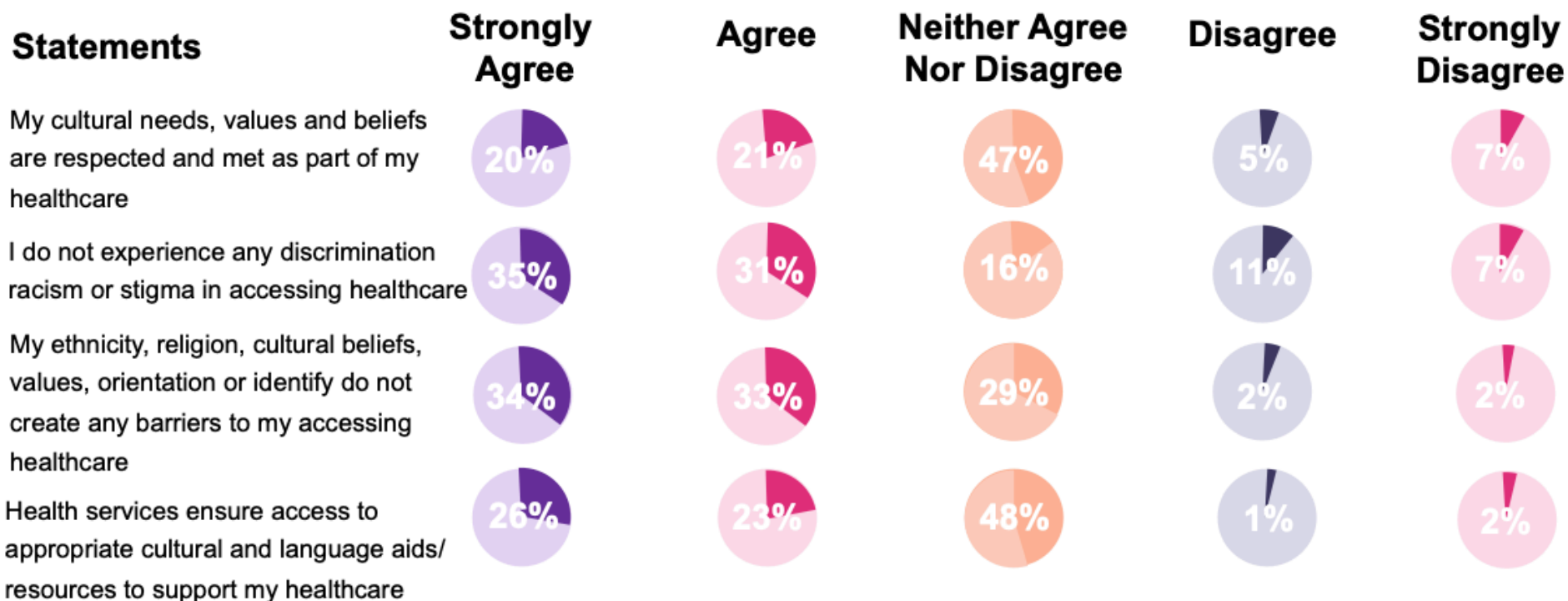
Consumer Experience: Meeting consumer needs cont.

How consumers feel about their healthcare experience

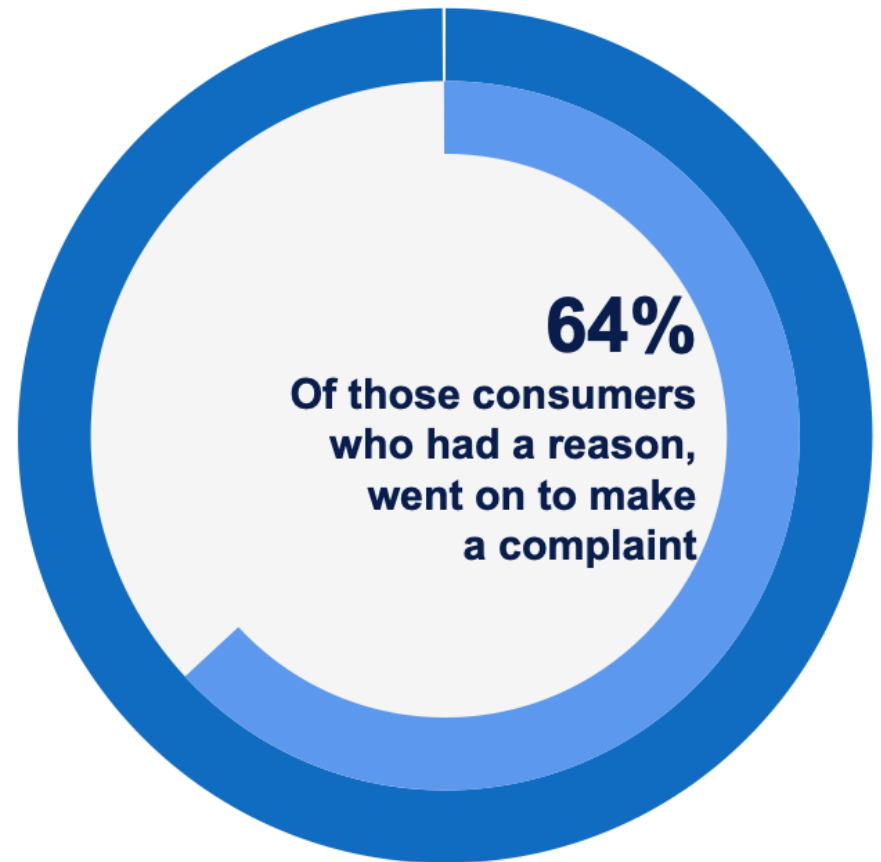


Consumer Experience: Cultural safety

How consumers feel about their cultural safety



Section 3: Making a complaint



Reasons why consumers *did* make a complaint

50%

**Want acknowledgement
For wrong doing**

74%

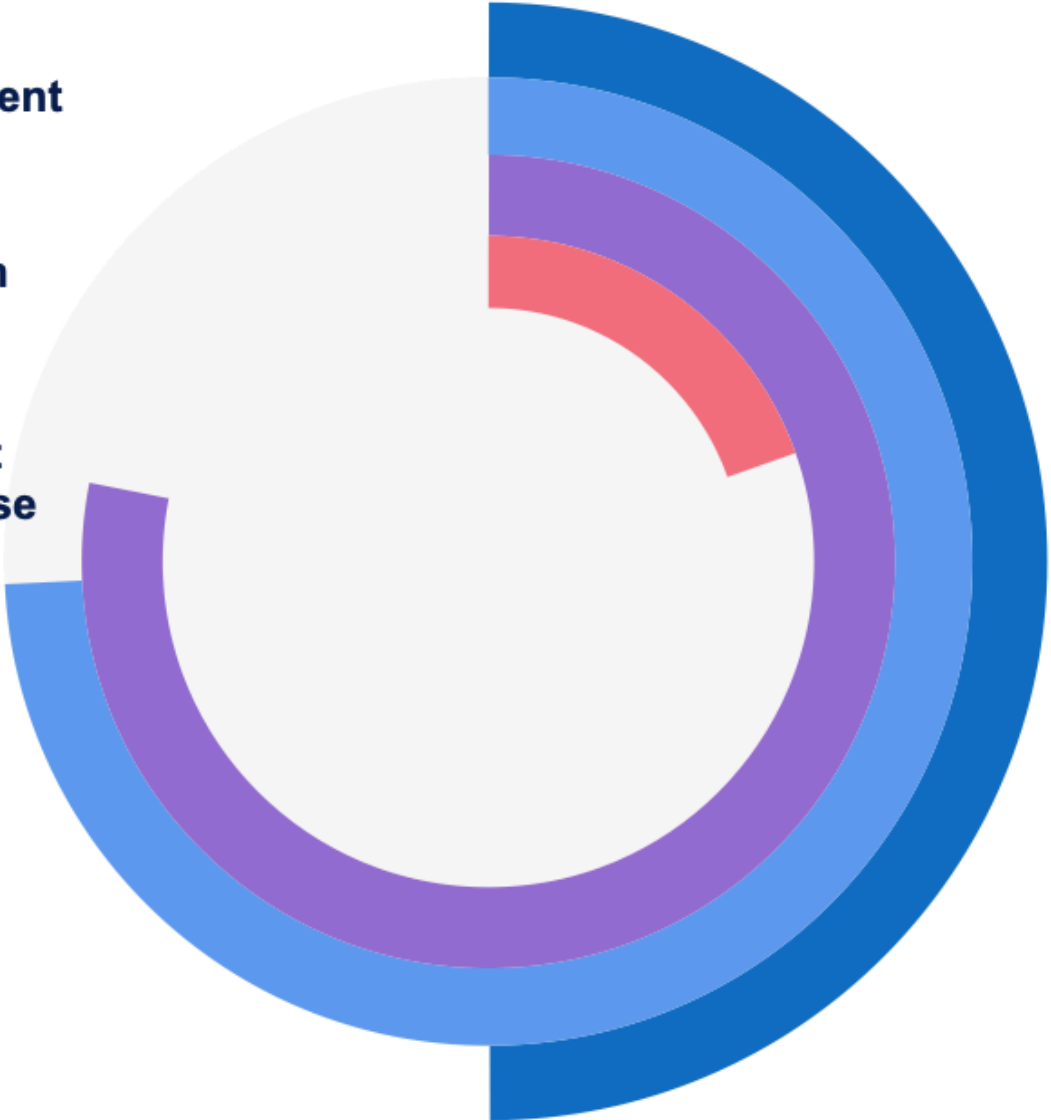
**Want improvement in
quality of care**

79%

**To ensure it wouldn't
happen to anyone else**

18%

**It is my right to
Make a complaint**



Reasons why consumers *did* make a complaint cont.

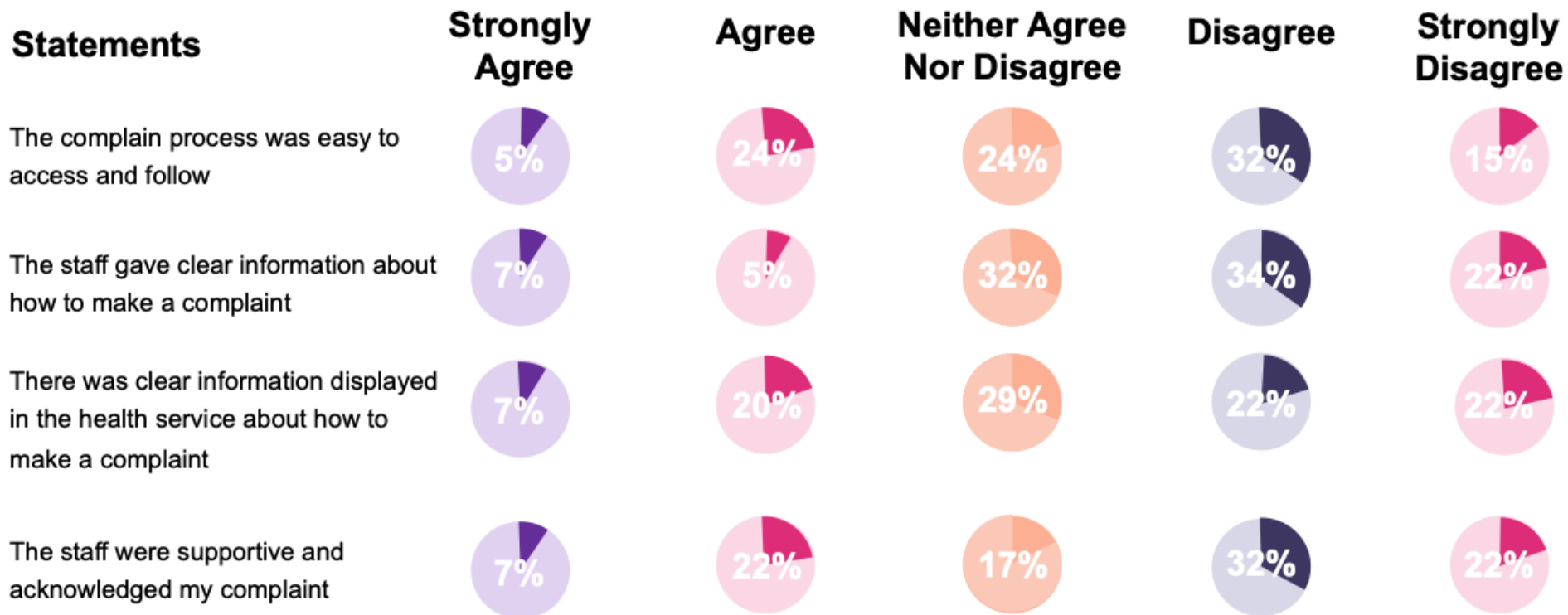


Reasons why consumers *did not* make a complaint



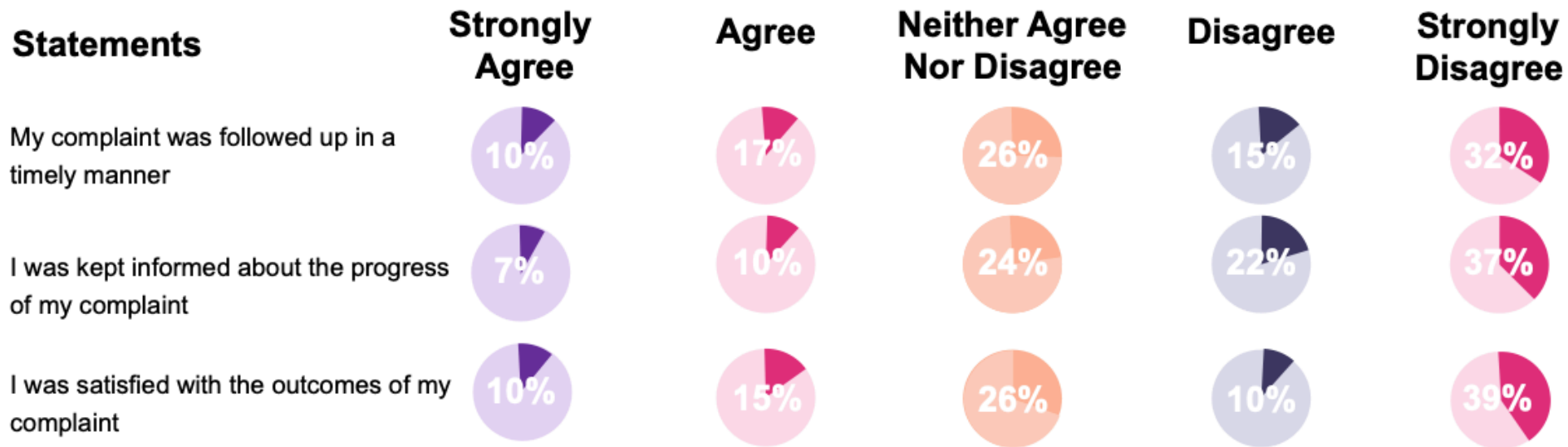
Consumer Complaints: Complaint Process

Consumer experience of the complaint process



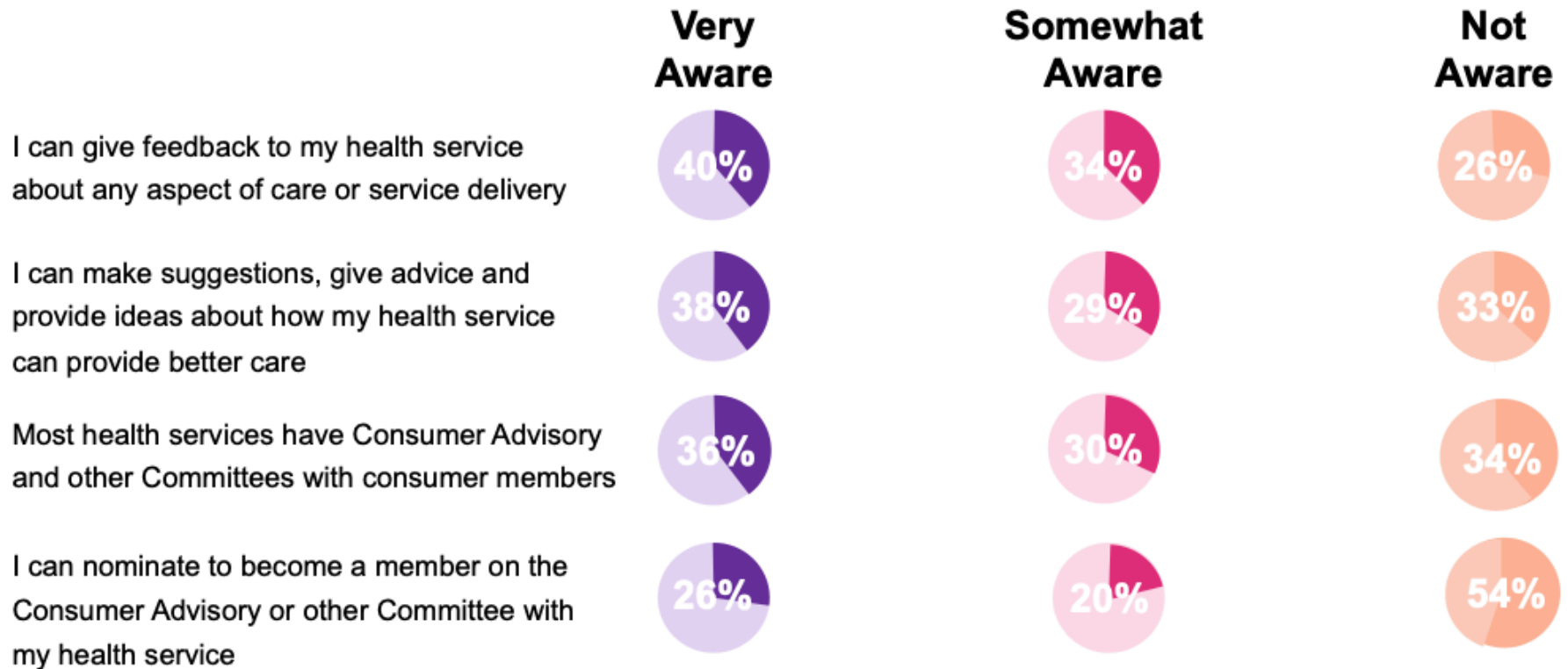
Consumer Complaints: Complaint Process cont.

Consumer's experience of the complaint process



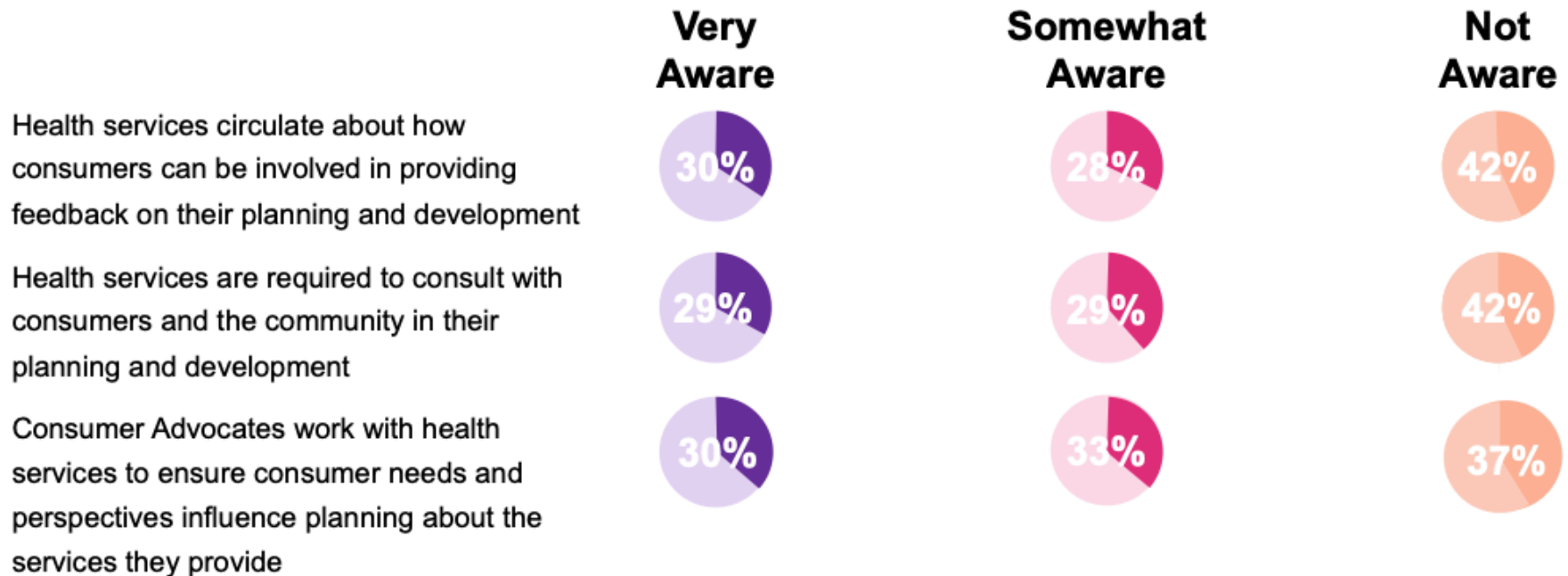
Section 4: Consumer participation in health service planning and decision-making: Awareness

Consumer awareness of opportunities to participate



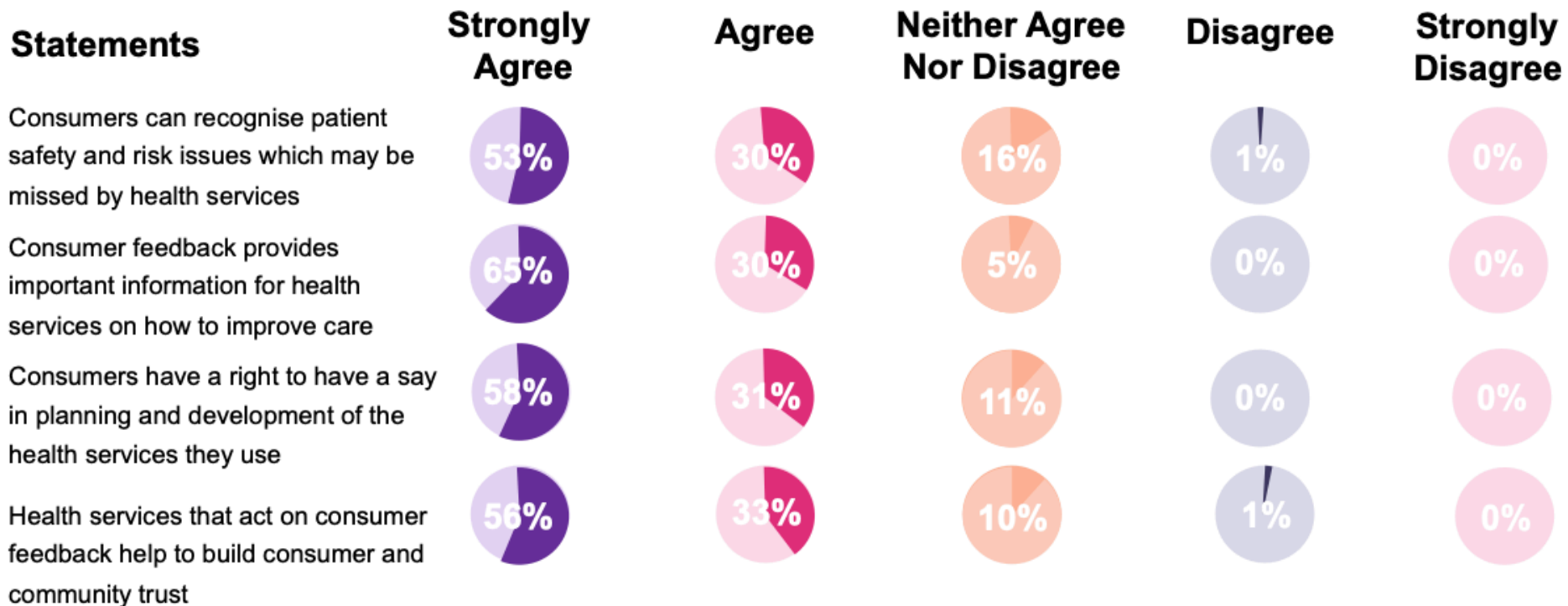
Consumer participation: Awareness cont.

Consumer awareness of opportunities to participate



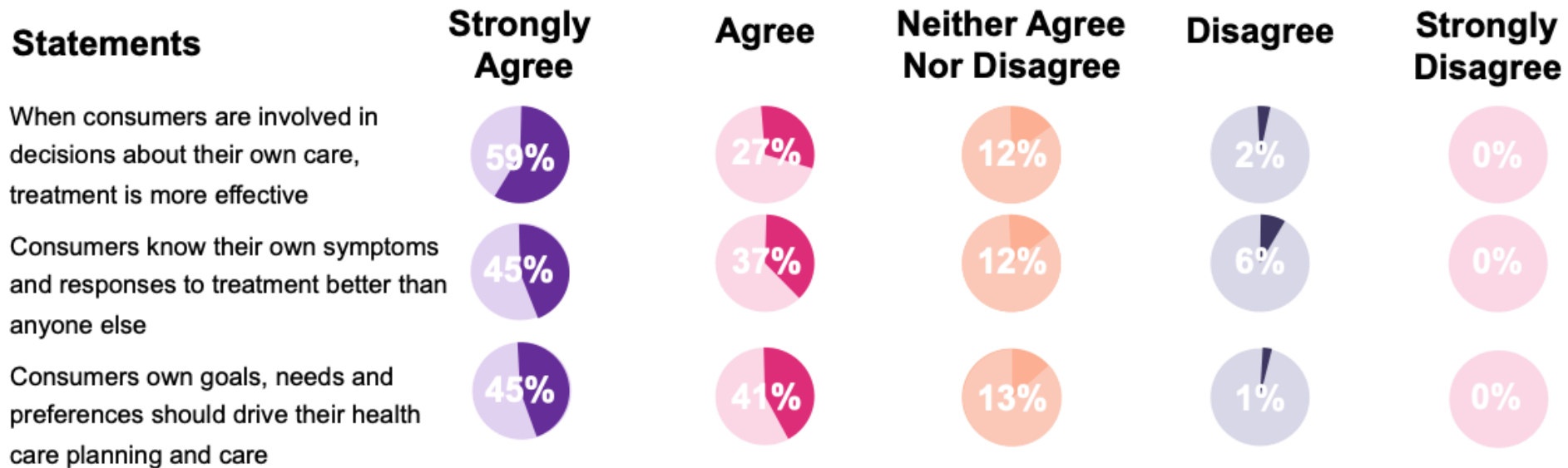
Consumer Participation: Health service planning

Consumer participation in health service planning



Consumer Participation: In own care

Consumer participation in decision-making about own care





Consumers at the centre of health in South Australia

Health Consumers Alliance of South Australia Inc 2002 - 2020