

Hospital Authority Patient Experience Survey period extended

The following is issued on behalf of the Hospital Authority:

The Hospital Authority (HA) commissioned the Jockey Club School of Public Health and Primary Care of the Chinese University of Hong Kong (JCSPHPC) to launch a Patient Experience Survey at its 26 Specialist Outpatient Clinics (SOPCs) with an aim of gaining a better understanding of patients' experiences, feelings and feedback on receiving S OPC services for the purpose of continuous service improvement from the patients' perspective.

The spokesperson for the HA said, "Patients attending the selected SOPCs have been randomly recruited for a telephone interview and the Survey covers important aspects including (1) Efficiency, (2) Environment and Facilities, (3) Doctor-patient Relations, and (4) Feedback Handling. The Survey was planned to be completed by December last year. Having enhanced the patient consent-seeking process and reviewed the Survey progress, the survey period has been extended to April 2019.

"Patients who have attended any of the selected 26 SOPCs will be randomly selected and invited by the HA before April 2019 to take part in the Survey. Patients' consent will be sought before transfer of any personal data to the JCSPHPC. Staff of the JCSPHPC will contact the patients who agreed to participate at a later time for a detailed telephone interview. Personal data provided will be handled in strict confidence and patients are free to withdraw at any time from the Survey if they change their mind."

The HA appeals to patients to actively participate in the Survey and the spokesperson stressed that healthcare staff have to understand patients' needs and their perspectives on service quality for continuous service improvement. The views expressed by patients will help the HA shape service directions and plan improvement measures to continuously enhance healthcare quality in public hospitals.