

Hospital Authority's Report of "2023 Patient Experience Survey on Inpatient Service" notes over 90 per cent of interviewed patients rated experience positively

The following is issued on behalf of the Hospital Authority:

The Hospital Authority (HA) Board Meeting today (December 19) discussed and endorsed the Report of the "2023 Patient Experience Survey on Inpatient Service" (the Survey). Over 90 per cent of interviewed patients rated their overall inpatient experience as good to excellent in the Survey, reflecting healthcare staff's professionalism and unwavering efforts in providing quality service as earning patients' recognition, support and trust.

The Survey, which was the first comprehensive patient experience survey after the HA's resumption of service to full normalcy, was conducted from October 2023 to April 2024. The Jockey Club School of Public Health and Primary Care (JCSPHPC) of the Faculty of Medicine of the Chinese University of Hong Kong (CUHK) was commissioned by the HA to conduct the Survey, with around 10,000 randomly selected patients discharged from 26 public hospitals interviewed. In addition to traditional telephone interviews, this survey introduced electronic questionnaires as an alternative option for respondents.

The Survey examined patients' experiences of various care aspects including admission, evaluation of hospital environment, facilities and hospital staff, care and treatment, provision of information upon discharge, and overall impression on the hospital. To ensure that the Survey reflects the latest developments of the HA's services, new survey items were added in the questionnaire to understand patient experiences on care co-ordination, discharge support, the "HA Go" mobile application and community care services.

Professor Eliza Wong of the JCSPHPC of the Faculty of Medicine of the CUHK said that the findings revealed that the overall inpatient experience of the interviewed patients was very positive, with 91 per cent of the respondents rating their overall inpatient experience at the 26 public hospitals at 7 or above (along a scoring scale of 0 to 10), with the average score being 8.1.

Patient feedback highlighted several positive areas, including high confidence in healthcare staff, clear and understandable answers from nurses and allied health professionals, being treated with respect, sufficient privacy protection, and staff's provision of clear and understandable

explanations on medication usage and effects. Furthermore, certain aspects showed significant improvement compared with a similar survey conducted in 2019, particularly in patients' involvement during the treatment and discharge process, as well as the provision of rehabilitation and care information to patients' families or caregivers.

"The survey results also identified some areas for improvement, including self introduction of healthcare staff, provision of discharge information and information about feedback channels. Additionally, while some aspects received good overall ratings, there were relatively large variations in scores among hospitals in areas such as comforting patients' worries or fears by hospital staff; patients being bothered when resting at wards; explanations of medication side effects; provision of rehabilitation information to family or caregivers; staff assistance in using "HA Go"; patient involvement; and opportunities for patients' families or caregivers to talk to doctors. These variations merit investigation and sharing of good practices among individual hospitals to enhance the overall service quality," Professor Wong added.

The HA Chief Manager (Patient Relations and Engagement), Ms Fion Lee, expressed gratitude to the interviewed patients for their participation and valuable feedback, which helps the HA better understand the needs and concerns of patients and the public. The positive ratings of inpatient services by the interviewed patients also serve as great encouragement to the healthcare teams.

"People-centred care lies at the HA's core values and service goals. Understanding patients' opinions and experiences helps the HA continuously monitor and evaluate the effectiveness of various measures. The HA will thoroughly examine the survey results and implement different initiatives to enhance patient experiences, including promotion of compassionate communication, enhancement of public feedback channels, promulgation and support for the use of "HA Go", and exploration of care information integration at "HA Go" to enhance the overall service quality," Ms Lee said.

Members of the public are welcome to browse the full Report of the Survey, which can be accessed online under "Patient Experience Survey" of "Special Reports" in the "Corporate News" section of the HA website www.ha.org.hk.

[SITI attends Cybersecurity Symposium 2024 \(with photos\)](#)

The Secretary for Innovation, Technology and Industry, Professor Sun

Dong, officiated at the Cybersecurity Symposium 2024 today (December 19) and shared the latest government efforts in safeguarding cybersecurity in Hong Kong. The symposium was co-organised by the Digital Policy Office (DPO) and the Hong Kong Internet Registration Corporation Limited, with the Cyber Security and Technology Crime Bureau of the Hong Kong Police Force as the strategic partner.

In his opening remarks, Professor Sun said, "Hong Kong is expediting the development of a digital economy and a smart city. Enhancing cybersecurity is an important aspect of promoting high-quality economic development and constructing a smart city. There is a pressing need for us to fortify the cybersecurity defense line."

Professor Sun said that maintaining cybersecurity is a common responsibility of the entire society. It requires collaboration of the Government, industry organisations, enterprises and the public at large to create a safer digital environment. He said he looks forward to generating new momentum for the developments of the economies of Hong Kong and the country through the continued joint efforts of the industry and professional bodies, and the good use of Hong Kong's distinctive advantages of enjoying strong support of the motherland and being closely connected to the world.

To create a secure digital environment in collaboration with government departments and public organisations, the DPO spearheaded the first Hong Kong Cybersecurity Attack and Defence Drill in November. The drill aimed to enhance their skills, experience, and overall defensive capabilities in identifying and responding to cyberattacks. A DPO representative presented a keynote speech at the symposium today to share the valuable achievements and experiences from the drill.

The Cybersecurity Symposium 2024 aimed to foster collaboration between public and private organisations to strengthen Hong Kong's overall cybersecurity defence and resilience capabilities, supporting Hong Kong's development as a leading digital economy, thereby contributing to the high-quality development of the country across all sectors. Several keynote speeches and panel discussion sessions were held during the symposium. It brought together over 30 industry experts and business leaders from the Mainland and Hong Kong, as well as around 1 000 industry professionals from public and private organisations who exchanged views on different topics including emerging threats of cybersecurity, attack and defence strategies, and artificial intelligence governance, together with an exhibition on cybersecurity solutions, enabling participants to learn about the latest information on Hong Kong's cybersecurity progress.

On the day of the symposium, the establishment ceremony of the Hong Kong Cybersecurity Professional Association, formed by a number of industry and professional organisations, was held. The establishment was witnessed by the Secretary General of the Liaison Office of the Central People's Government in the Hong Kong Special Administrative Region, Mr Wang Songmiao; the Head of the Chinese Academy of Cyberspace Studies, Mr Wang Jiang; Professor Sun; the Commissioner for Digital Policy, Mr Tony Wong; the Director of Management Services of Police, Mr Lui Kam-ho, and other officiating guests.



[Dinosaur Parlour at Hong Kong Heritage Discovery Centre to open tomorrow](#)

The Development Bureau announced that the Dinosaur Parlour showcasing dinosaur fossils excavated from Port Island will be open to the public tomorrow (December 20). Admission is free.

Located in the courtyard of the Hong Kong Heritage Discovery Centre (HDC) in Kowloon Park, Haiphong Road, Tsim Sha Tsui, the Dinosaur Parlour consists of a preparation zone and a display zone. Experts from the Institute of Vertebrate Paleontology and Paleoanthropology (IVPP) of the Chinese Academy of Sciences and staff members will be preparing dinosaur fossils in the Preparation Zone. The public can observe the preparation from a close distance. The Display Zone will showcase dinosaur fossils excavated from Port Island and animal and plant fossils found in Hong Kong, such as ostracod, ammonite and ferns, and information on dinosaurs, the formation and discovery of fossils, and the excavation and preparation of the dinosaur fossils from Port Island.

The opening hours of the HDC and the Dinosaur Parlour are as follows:
Monday to Wednesday and Friday: 10am – 6pm
Saturday, Sunday and public holidays: 10am – 7pm

Christmas Eve and Chinese New Year's Eve: 10am – 5pm
Closed on Thursdays (except public holidays) and the first two days of Chinese New Year

In consideration of the actual situation, the HDC may implement crowd control measures to ensure a pleasant experience for visitors. A Development Bureau spokesman said the Dinosaur Parlour will be open for an extended period, continuously showcasing dinosaur fossils unearthed from Port Island. As fossil preparation and research progress, the exhibit content will be updated and enriched accordingly.

Meanwhile, the Antiquities and Monuments Office (AMO) and the Agriculture, Fisheries and Conservation Department will continue to organise a wide range of educational activities to promote public interest and knowledge in palaeontology. For details, please visit the website of the AMO (www.amo.gov.hk/en/visitor-centre/education-programmes/education-activities/index.html).

Details of the Dinosaur Parlour and videos featuring the dinosaur fossils and fossil excavation on Port Island are also uploaded on the website of the AMO (www.amo.gov.hk/en/visitor-centre/exhibitions/heritage-discovery-centre/dinosaur-parlour/index.html). For enquiries, please call 2208 4488.

HAD opens temporary cold shelters

In view of the cold weather, the Home Affairs Department has opened 18 temporary cold shelters in various districts today (December 19) for people in need of the service. The temporary shelters will remain open when the Cold Weather Warning is in force.

Clean mattresses and blankets/quilts, hot meals and hot water will be provided to shelter users free of charge during the opening of the temporary shelters.

To ensure that cold shelter users can rest in a quiet and undisturbed environment, members of the public or agencies wishing to make donations to shelter users are requested to register with the staff of the shelter first. Donors will then be directed to place the donated items at a specified indoor location. The staff will help notify the shelter users to collect the items on their own.

Anyone seeking temporary refuge, or those with any questions about the donation arrangements at the cold shelters, may call the department's hotline 2572 8427 for more information.

The 18 temporary cold shelters are located at:

Hong Kong Island:

Central and Western:

Sai Ying Pun Community Complex Community Hall
3/F, Sai Ying Pun Community Complex,
2 High Street, Sai Ying Pun

Eastern:

Causeway Bay Community Centre
3/F, 7 Fook Yum Road, Causeway Bay

Southern:

Lei Tung Community Hall
Lei Tung Estate, Ap Lei Chau

Wan Chai:

Wan Chai Activities Centre
LG/F, Wan Chai Market, 258 Queen's Road East, Wan Chai

Kowloon districts:

Kowloon City:

Hung Hom Community Hall
1/F, Kowloon City Government Offices,
42 Bailey Street, Hung Hom

Kwun Tong:

Lam Tin (West) Estate Community Centre
71 Kai Tin Road, Lam Tin

Sham Shui Po:

Nam Cheong District Community Centre
1 Cheong San Lane, Sham Shui Po

Wong Tai Sin:

Tsz Wan Shan (South) Estate Community Centre
45 Wan Wah Street, Tsz Wan Shan

Yau Tsim Mong:

Henry G Leong Yaumatei Community Centre
60 Public Square Street, Yau Ma Tei

New Territories districts:

Islands:

Tung Chung Community Hall

G/F, Tung Chung Municipal Services Building, 39 Man Tung Road, Tung Chung

Kwai Tsing:

Tai Wo Hau Estate Community Centre
15 Tai Wo Hau Road, Kwai Chung

North:

Cheung Wah Community Hall
Cheung Wah Estate, Fanling

Sai Kung:

Hang Hau Community Hall
G/F, Sai Kung Tseung Kwan O Government Complex,
38 Pui Shing Road, Hang Hau, Tseung Kwan O

Sha Tin:

Lung Hang Estate Community Centre
Lung Hang Estate, Sha Tin

Tai Po:

Tai Po Community Centre
2 Heung Sze Wui Street, Tai Po

Tsuen Wan:

Lei Muk Shue Community Hall
G/F, Hong Shue House, Lei Muk Shue Estate, Tsuen Wan

Tuen Mun:

Butterfly Bay Community Centre
Butterfly Estate (near Tip Sum House), Tuen Mun

Yuen Long:

Long Ping Community Hall
Long Ping Estate, Yuen Long

[Hong Kong Customs seizes drugs worth over 160 million during airport anti-narcotics operation before Christmas holiday \(with photos\)](#)

In light of the anticipated increase in local demand for drugs before the Christmas holiday, Hong Kong Customs mounted anti-narcotics operations to combat drug trafficking activities through air cargo and passenger channels

at Hong Kong International Airport from November to December 16. During the operations, a total of 83 drug cases were detected, and about 373 kilograms of drugs, including cannabis, methamphetamine, ketamine and cocaine, with an estimated market value of more than \$160 million, were seized. Twenty-two persons suspected to be connected with the cases were arrested.

Customs has long striven to intercept the inflow of drugs to Hong Kong by adopting a risk-management and intelligence-led approach based on the trends of drug markets and smuggling channels. Also, Customs will continue to make necessary adjustments in strategy and deployments in response to changes in drug trafficking trends and enhance co-operation with overseas enforcement agencies to fight against transnational narcotics trafficking activities.

Customs reminds members of the public not to release their personal data or address to others for receiving mail or goods to avoid having their information used in illegal activities. The public should also refrain from receiving mail and goods on behalf of others.

Under the Dangerous Drugs Ordinance, trafficking in a dangerous drug is a serious offence. The maximum penalty upon conviction is a fine of \$5 million and life imprisonment.

Members of the public may report any suspected drug trafficking activities to Customs' 24-hour hotline 182 8080 or its dedicated crime-reporting email account (crimereport@customs.gov.hk) or online form (eform.cefs.gov.hk/form/ced002).

