



TOPIC: IDENTIFYING DIVERSE GROUPS

DETAILS:

100 patients randomly selected and asked to complete a survey to help identify diverse groups within our community. **100 surveys returned.**

RESULTS & PATIENT COMMENTS:

COUNTRY OF BIRTH

Country of birth data identifies where people were born and is indicative of the level of cultural diversity in Brisbane City. In the most recent census, 27.6% of the population was born overseas, with the top 5 languages used at home, other than English being Mandarin (2.7%) Arabic (1.4%) Vietnamese (1.3%) Cantonese (1.2%) and Punjabi (0.9%).

Were you born in Australia? **72 patients answered Yes (72%)**
Other countries of birth stated: **28 patients answered No (28%)**

England	5 patients	Scotland	1 patient
New Zealand	3 patients	Russia	1 patient
India	3 patients	China	1 patient
South Africa	3 patients	Croatia	1 patient
Philippines	2 patients	Romania	1 patient
Venezuela	1 patient	Hong Kong	1 patient
Ireland	1 patient	Vietnam	1 patient
Fiji	1 patient	Korea	1 patient

ANCESTRY

Ancestry defines cultural association and ethnic background of an individual going back three generations. Ancestry is a good measure of the total size of cultural groups in Brisbane City regardless of where they were born or what language they speak. 14,401 people in the Sunnybank demographic were born overseas.

English	46 patients	Greek	2 patients	Lebanese	1 patient
Australian	31 patients	Russian	2 patients	Turkish	1 patient
Irish	13 patients	Filipino	2 patients	Iranian	1 patient
Scottish	10 patients	Dutch	2 patients	Romanian	1 patient
German	8 patients	Afrikaans	2 patients	Swedish	1 patient
Indian	6 patients	Korean	1 patient	Vietnamese	1 patient
Chinese	3 patients	Italian	1 patient	Croatian	1 patient
New Zealander	2 patients	Polish	1 patient		
Spanish	2 patients	Indonesian	1 patient		

INDIGENOUS PROFILE

In 2021, there were 653 Aboriginal and Torres Strait Islander people living in the Sunnybank demographic.

NIL identified as being of Aboriginal origin. (0%)

LANGUAGE SPOKEN AT HOME

Brisbane City's language statistics show the proportion of the population who speak a language at home other than English. They indicate how culturally diverse a population is and the degree to which different ethnic groups and nationalities are retaining their language. In the Sunnybank area, 17,000 people speak a language other than English at home (2021 Census)

Is English your first language? **88 patients answered Yes (88%)**
If no, please state your preferred language: **12 patient answered No (12%)**

- ❖ Korean (1), Spanish (1), Russian (1), Vietnamese (1), Tamil (1), Farsi (1), Gujarati (1), Chinese (1), Filipino (1), Cantonese (1), Afrikaans (1), Croatian (1)

Do you speak any other languages?

10 patients answered Yes (10 %)

Languages spoken: Greek (2), Afrikaans, Filipino, Spanish, Cantonese, German, Ilongo, Hindi, Gaelic

OUR SERVICES PROVIDED TO YOU

Were the admission documents for your completion easy to understand?	100% of patients answered Yes
Was each question clear and concise?	100% of patients answered Yes
Did you find the Admission Booklet easy to read and understand?	100% of patients answered Yes
If you have had a Colonoscopy, were the Preparation instructions easy to follow?	100% of patients answered Yes
Did you find the staff professional and easy to understand?	100% of patients answered Yes
Was all appointment/procedure information explained to you in an easy to understand way?	100% of patients answered Yes
Did the doctor explain your results in an easy to understand way?	100% of patients answered Yes

Patient Comments:

- ✓ Explained very well
- ✓ Orange flavoured kit tasted better
- ✓ Very professional service
- ✓ Everything was very well explained and done
- ✓ All staff were very kind and helpful
- ✓ Very professional and efficient, thanks
- ✓ A professional visit that was warm and friendly. I was very impressed with the staff
- ✓ Excellent professional and friendly staff
- ✓ Simple, efficient process
- ✓ Everyone was great, thanks
- ✓ Outstanding sequence and care
- ✓ Easy and pleasant experience
- ✓ Amazing people, doing amazing work. Thank you all so much
- ✓ A well-oiled machine – faultless in every aspect
- ✓ Everything clearly explained to me
- ✓ Thank you
- ✓ All staff today were very friendly and helpful

OVERALL

Were you satisfied with you experience with us?	100% of patients answered Yes
Were any concerns or questions you had answered by the nurse or receptionist?	100% of patients answered Yes

Patient Comments:

- ✓ Everyone was great
- ✓ Excellent service
- ✓ Everyone was very friendly. The best place to have a colonoscopy
- ✓ A very relaxing “buzz” around the place
- ✓ All information is very helpful
- ✓ No concerns, all handled sensitively and professionally
- ✓ Things went very well
- ✓ Very professional and friendly
- ✓ Thank you very much, very happy
- ✓ Pleasant experience, as I get quite anxious
- ✓ Good staff
- ✓ Keep up the good work. Doctors and staff were all professional, helpful and friendly
- ✓ All staff very welcoming & put you at ease

- ✓ Very professional and no problems
- ✓ Excellent
- ✓ Everyone from reception to nurses to doctors were lovely & fantastic. Thank you so much
- ✓ Excellent service. Staff very kind and helpful
- ✓ Everything was perfect
- ✓ Found all crew friendly & efficient at all times. Thank you
- ✓ The post procedure food/drink was most welcome
- ✓ Awesome clinic. Dr Miros is wonderful
- ✓ Fabulous experience
- ✓ My whole experience was wonderful. Everyone was nice and caring
- ✓ All run really well
- ✓ No improvements needed. Staff and procedure excellent
- ✓ Very friendly, happy staff
- ✓ Thank you
- ✓ Everyone so kind and reassuring. Very happy with my care
- ✓ All staff wonderful. Staff communicate to each other very professionally and with kindness. All areas very clean

Comments to improve:

- ✓ The prep form with instructions wasn't as clear this time as last time
- ✓ Unable to phone on morning of procedure as system only allows for urgent calls
- ✓ Previous leaflet was better in so far as no little photos to see what can be taken rather than specified in writing as before
- ✓ Changing admission time 3 times was inconvenient especially on morning of procedure

RESULTS:

Overall, patients have indicated a high satisfaction with the services we have provided and the way in which the information is given.

Survey results also help us to identify and recognise cultural diversity within our community and patient demographic.

ACTION:

Circulate results to management and staff of the Hospital. Follow up with patients that left comments for improvement.

Results and further discussion at upcoming Committee Meetings regarding patient suggestions for improvement.