

# Paediatric Integrated Care Survey

MAY 2024

This information is for people who have been invited to complete a brief survey about their child's healthcare. This is known as the Paediatric Integrated Care Survey (PICS).

## What types of questions are in the survey?

The PICS was developed with families, to measure their experience of the different health services a child receives. The survey asks about what works well and what might be hard in the day to day care of your child. You can rate what matters to you in each question.

### Example PICS questions:

*In the past 6 months, how often did you have difficulties or delays getting medical or support services for your child because you had trouble getting the information you needed?*

*In the past 6 months, how often have your child's care team members talked to you about things that make it hard for you to take care of your child's health?*

## How are my responses used?

Your responses will form part of your child's health record to guide you and your team to talk about what is helping, what isn't helping and what might make the days easier when caring for your child.

## How long does the survey take?

Most people respond to the questions in a short amount of time, around 10 minutes.

You may be invited to complete more than one survey during the course of your child's care; for instance, one at the start and one six months later. This may help your healthcare provider to understand if anything has changed over the course of your child's care.

## How do I fill in the survey?

A platform called HOPE (Health Outcomes and Patient Experience) is used to send and store surveys. You can complete the survey with a person from your child's healthcare team during your child's visit, admission or at home.



1. If you agree to participate in patient-reported measures at home, you will receive an email or SMS (text message) from HOPE.



2. Use the link to log in to HOPE.

## Service NSW

3. If you are completing the survey from home, you will be asked to authenticate who you are via Service NSW. If you do not have an account, it will prompt you to set one up. You can find this login email in the 'Personal details' tab in the Service NSW mobile app.



4. You will be asked to sign a one-off consent form, if you have not already done so.



5. You can now access the HOPE system to answer your survey(s).



6. When you have answered all of the questions, submit the survey.

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## Can I review my survey responses?

You can log on to the HOPE platform at any time to view your completed surveys.

Visit the website: [engage.health.nsw.gov.au](https://engage.health.nsw.gov.au)

## How is my information stored?

Your survey responses may include personal information. Your survey responses are stored on a secure NSW Health platform. We follow strict government standards to maintain your privacy.

## Where do I get more information?

For more information or help completing the surveys, speak with your healthcare provider. You can also access detailed user guides by scanning the QR code to visit our website:



[aci.health.nsw.gov.au/  
make-it-happen/prms](https://aci.health.nsw.gov.au/make-it-happen/prms)