

# Providing feedback on your surgery experience through the National Surgical Quality Improvement Program

Our hospital is committed to providing high quality surgical care. One way that we measure our care and identify areas for improvement is by participating in the National Surgical Quality Improvement Program.

## Sharing your views

We understand that your health experience does not end when you leave hospital.

As part of the National Surgical Quality Improvement Program patients are invited at random to discuss their surgical recovery and hospital experience.

If you are selected, a trained health professional (Surgical Clinical Reviewer) will phone you after you leave hospital. You can elect not to participate – this is your choice.

## QUESTIONS YOU MAY BE ASKED ABOUT YOUR CARE

- ✓ Have you had any issues or complications associated with your surgery since leaving hospital? This might include infections, blood clots or ongoing pain.
- ✓ Did you need to see your surgeon or another health professional (about your surgery or recovery)?
- ✓ Since having surgery, have you attended an Emergency Department or returned to hospital?
- ✓ Have you had any other operations associated with your original surgery?

If you are willing to provide more details about your experience, you may also be invited to complete an online survey.



## Reporting on surgical care

Information is collected through the National Surgical Quality Improvement Program from patients, hospital records, general practitioners and specialists.

More than 15 Australian hospitals are participating, with more hospitals joining the program each year.

Regular reports show how hospitals perform across a number of areas including:

- how many patients have a complication after surgery such as an infection or blood clots
- the number of patients who return to hospital
- whether patients have further operations relating to their original surgery.

These reports compare care between hospitals in NSW as well as hospitals in North America and Europe to identify areas that can be improved.

## What happens with the information?

Each year, participating hospitals collect information from about 1680 surgical patients. This data is used to improve the quality and safety of surgical care delivered to patients who live in our community, and across Australia.

The information collected is anonymous, which means it is not linked to you and will not affect your future care.

Data are stored securely overseas and the information can only be accessed by National Surgical Quality Improvement Program staff.

Your name or personal details are not stored as part of the program and are never included in any reports.

## Further information

For more information on the National Surgical Quality Improvement Program, please get in touch with the Surgical Clinical Reviewer from your hospital, or scan the QR code to visit our website via the following link:

[www.aci.health.nsw.gov.au/resources/surgical-services/efficiency/nsqip](http://www.aci.health.nsw.gov.au/resources/surgical-services/efficiency/nsqip)

