



**Service Priorities and Programmes**  
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**Six-year Experience of Patient on Inpatient Service: Toward a Patient-centred Approach to Strategic Planning**

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**Introduction**

Continuous observation of patient experience aims to provide the opportunity for reflection and improvement of quality of care from the perspective of patients. It is an essential element to promote patient-centred care. In Hong Kong, a territory-wide patient experience and satisfaction survey (PESS) of the Hong Kong Hospital Authority (HA) was introduced in 2010. In the past six years, there were three rounds of PESS on inpatient service.

**Objectives**

In this study, we aimed to explore the changes in patient experience in 2010 and 2015, and to identify areas for improvement in delivering inpatient service.

**Methodology**

Two cross-sectional inpatient experience data in 2010 and 2015 were aggregated and a total of 18 core questions of eliciting patient experience were included for the analysis. These items representing patient perspective on important aspects of care were grouped into four sections along patient journey: (I) Hospital Staff; (II) Patient Care and Treatment; (III) Information on Leaving Hospital; and (IV) Overall Impression.

**Result**

In summary, changes in mean scores were generally small and patient experience was significantly improved in five items: (1) Next of kin's opportunity talking to doctor (mean difference 0.8, p