**Feedback Form**

## We welcome your feedback and comments

Your care, comfort and satisfaction are important to the staff that care for you and the management of the Far West Local Health District. It is our aim to meet the needs of all our patients and clients. We believe that it is important for you to give your feedback about the services you receive from us. Your feedback will help us improve our service and is most welcome. Should you have any questions or concerns about your treatment in hospital or in the community we want to hear from you.

## How do I provide feedback?

We encourage you to let your clinician know that you have a concern at the time you become worried. You can also discuss your concerns with the manager of the ward or department so that they can help you.

##  Contact the Hospital or Community Health Centre

If you don't feel comfortable discussing your concern with the manager or staff involved, you can contact the Health Service Manager or Senior Nurse on duty.

They will:

* identify the main concerns you have about the care you receive;
* assist with any specific needs you may have while in hospital;
* answer any questions you have about our services and hospital procedures; and
* ensure your concerns are addressed as soon as possible.

If you remain worried, there are a number of ways to provide feedback;

* tell a staff member and ask that your feedback be lodged in the incident system;
* lodge your feedback on the internet at www.fwlhd.health.nsw.gov.au clicking on the 'click here if you would like to convey your concerns directly to the Far West LHD' link;
* contact the Complaints Liaison Manager by phone on (08) 8080 1538 to discuss your concerns,
* email FWLHD-Feedback@health.nsw.gov.au
* Complete Feedback Form over the page

## Who else will know about my feedback?

We are bound by the privacy legislation and your feedback will be dealt with in a confidential manner and will only be discussed with the necessary people.

## What can I do if I'm unhappy with how my feedback has been handled?

The Director Clinical Governance is responsible for the feedback management process. Many concerns can be resolved quickly and easily by speaking to the local staff in the first instance. Give the service a chance to fix the problem if you think they can. However. Should you have any remaining questions or concerns that have not been answered or addressed to your satisfaction, the Director Clinical Governance will arrange for a review of your concerns.

If you are not satisfied with the management of a complaint you can write to either:

**Health Care Complaints Commission (HCCC)**

The HCCC is an independent body with responsibility for dealing with complaints about Health Services or Health Providers. Anyone can lodge a complaint with the HCCC.

The Commission will explain the process of making a complaint and provide assistance if you need it. Complaints must be in writing and can be made about the professional conduct of a health service provider or about a Health Organisation relating to the clinical care of a patient.

The HCCC offers advice on the strength of your complaint on how to write your complaint and how to resolve a complaint verbally.

#### The Chief Executive, Far West Local Health District

PO Box 457, BROKEN HILL NSW 2880 Telephone: (08) 8080 1469

Hours of business: 8:30 • 5:00 pm, Monday to Friday

**OR**

#### Health Care Complaints Commission (HCCC)

Office address: Level 13, 323 Castlereagh Street. SYDNEY NSW 2000

Hours of business: 9:00 • 5:00 pm, Monday to Friday

Postal address: Locked Mail Bag 18,

STRAWBERRY HILLS NSW 2012

Telephone: (02) 9219 7444 Toll Free in NSW: 1800 043 159

Fax: (02) 9281 4585

Email: hccc@hccc.nsw.gov.au Website: www.hccc.nsw.gov.au

People who prefer a language other than English can contact the HCCC through the Telephone Interpreter Service on 731 450.

**Feedback Form**

Date:

Name of person giving feedback: Address:

Contact Telephone Number: Email Address:

Feedback for Ward *I* Department/Staff:

### Feedback: (Please attach extra paper if necessary)

#### Please hand your feedback form to a staff member OR send to:

**Complaints Liaison Manager, Far West Local Health District**

PO Box 457, BROKEN HILL NSW 2880

Telephone: (08) 8080 1538 Hours of business: 8:30 - 5:00 pm, Monday to Friday

#### Please note ALL feedback received is kept confidential.