

Providing feedback at Western Sydney Local Health District

HOW DO WE RESPOND TO FEEDBACK?

We will try and resolve complaints quickly. If the person you are talking to cannot help with your complaint, we will find the right person to manage it. We will let you know what we've done as a result of your feedback.

If you have given a compliment or offered a suggestion – these are always welcome and are passed on to our grateful staff!

WHAT WE ASK OF YOU:

To help us resolve your concerns, we may need to ask you for more information.

We will do our best to resolve your concerns as quickly as possible but please know that sometimes it can take a while. We will keep you updated as we go.

We know that a poor healthcare experience can be frustrating and we want to help you. Let's all aim to be patient and polite with each other.

MY EXPERIENCE MATTERS SURVEY

You can also provide your feedback about your experience anonymously by completing the "My Experience Matters" survey. The questions cover topics such as involvement in care and kindness and respect of staff. If you have been a patient, carer or family member at Western Sydney Local Health District, we want to know what matters to you.

Each hospital has its own survey. You can do the survey when you are in the hospital. To take the survey online, go to www.wslhd.health.nsw.gov.au and click on the name of the hospital you visited. Go to "Patient and Visitor Information" then scroll to the "My Experience Matters" link.

It only takes a few minutes to complete and all responses are anonymous. If you have visited more than one hospital or service, you can take the survey for each area you have visited.

Please note that we cannot investigate complaints received via the survey, as the feedback is anonymous. If you would like a response to your complaint, please get in touch with us using one of the ways described in this brochure.

YOUR RIGHTS AND RESPONSIBILITIES:

WSLHD follows the Australian Charter of Healthcare Rights.

You have the right to receive clear information about your health, care and treatment, to access safe and high-quality healthcare that meets your needs, be respected and involved in your care.

Two of your rights about privacy and feedback are outlined below for your information.

You have a right to:

Privacy

- Have your personal privacy respected
- Have information about you and your health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that you are treated
- Have your concerns addressed in a transparent and timely way
- Share your experience and participate to improve the quality of care and health services

For more information, visit:

<https://www.safetyandquality.gov.au/your-rights>





Across WSLHD, we want to offer you the best possible care.

The best way for us to know what we're doing well and what we could do better is through your feedback.

This is why we want to hear from you.

WSLHD USES FEEDBACK TO MAKE IMPROVEMENTS

Your feedback helps us to improve services and the way we deliver care. It will help patients to have better health outcomes and everyone to have more positive healthcare experiences.

Your care or the care of your loved one will not be affected because you provided feedback.

HOW TO GIVE FEEDBACK:

You can ask us to help you provide feedback or you may ask someone else to provide feedback on your behalf. We will always make sure that the other person has your permission before we give them any information about you.

Talk to the staff involved in your care

The staff looking after you may be able to help you. There is also a local manager or team leader in each service who can answer your questions or try to resolve problems.

Contact the Patient Experience Manager

If you would prefer to communicate with someone who is not in your health care team, you can contact the Patient Experience Manager.

The Patient Experience Manager is available by phone between 9am and 5pm, Monday to Friday. You can ask for an interpreter if you would like one.

You can also send an email at any time.

Hospital/ Service	Phone	Email
Westmead Hospital	02 8890 7014	WSLHD-westmead-feedback@health.nsw.gov.au
Auburn Hospital	02 8759 3000	WSLHD-auburn-feedback@health.nsw.gov.au
Blacktown Hospital	02 9881 8000	WSLHD-BMDH-feedback@health.nsw.gov.au
Mount Druitt Hospital	02 9881 8000	WSLHD-BMDH-feedback@health.nsw.gov.au
Mental Health	02 9840 3000	WSLHD-MentalHealth-feedback@health.nsw.gov.au
Oral Health	02 8890 7178	WSLHD-WestmeadOralHealth@health.nsw.gov.au

PROVIDE FEEDBACK ONLINE

You can provide feedback through our website: <https://www.wslhd.health.nsw.gov.au/Contact-Us#feedback>

Write to the Chief Executive

If you are not happy with the response you received about your feedback from the staff looking after you or the Patient Experience Manager, you can write to the Chief Executive:

Chief Executive
Western Sydney Local Health District
PO Box 533
Wentworthville NSW 2145

Email: WSLHD-OfficeoftheCE@health.nsw.gov.au

Contact the Health Care Complaints Commission (HCCC)

The HCCC is an independent body that deals with complaints about health services, providers and health workers. The HCCC can be contacted at:

Health Care Complaints Commission
Locked Mail Bag 18
Strawberry Hills NSW 2012

Telephone: 1800 043159 or 9219 7444
TTY: 9219 5444 Fax: 9281 4585

Email: hccc@hccc.nsw.gov.au

