

What matters to you?

Feedback form for clients, patients, residents, staff & volunteers

Tell us what matters! How was your experience of Beechworth Health Service? We will send your feedback to the right staff, so your voice helps us to continue to improve.

I am a:

- Patient, Client or Resident Carer, friend or relative Staff member or volunteer

I would like to tell you about a:

- Compliment Complaint Opportunity for improvement

Write your suggestion, your compliment or your experience here:

What would you like to happen as a result of this feedback?

-
- I would like to be contacted to discuss my feedback

Name:

Address:

Phone:

Email:

Other ways you can provide feedback are listed over the page

Office use only

Date received:

Responsible Committee/ Position:

Quality improvement resulting from feedback:



**BEECHWORTH
HEALTH SERVICE**

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How to provide feedback at Beechworth Health Service

Talk

- Talk in person to the staff on duty. This is the best way to have a minor issue or need addressed and resolved immediately.
- Talk to a unit manager directly or executive staff by telephone (03 5728 0200), email (info@beechworthhealth.org.au) or appointment (03 5728 0308).

Write

- Use a feedback form to submit a compliment, a suggestion or a complaint.
- Feedback forms are located in every section of the hospital.

Surveys

Participate in annual surveys:

- Annual Resident Experience Survey
- Primary Health & District Nursing Survey
- Victorian Healthcare Experience Survey.
- People Matter survey for staff

Happy or not

Use the “Happy or Not” survey devices located at the entry to each service area. These units gather the responses from patients, residents, visitors and carers about various topical issues affecting the health service.

Consumer Representative

Volunteer as a consumer representative on any of the operational committees. This is a great way to learn about the inner workings of the Health Service, to have your say on how things should be run and to meet people and have fun too.

Concerns about your care or privacy?

If you have concerns about your care, or the care of your family member, please contact us to try to resolve the issue with us directly. If your concern is not resolved to your satisfaction, an external agency may be able to provide further independent assistance.

Health Complaints Commissioner: 1300 582 113 or hcc@hcc.vic.gov.au

Aged Care Quality and Safety Commission: 1800 951 822 or www.agedcarequality.gov.au

Commonwealth Information & Privacy Commissioner: 1300 363 992



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