



We welcome  
your feedback  
to help us make  
improvements.

## Patient experience survey

We encourage patients to tell us about their experiences in our hospitals. This feedback helps to guide important improvements in the care and services we provide. It is also used to make sure our hospitals are meeting or exceeding industry standards.

A week or two after you go home, you will receive an invitation to participate in our experience survey. Please note that taking part is voluntary - you can choose not to do so.

If you do participate, we thank you for your valuable time. We would also like to assure you that your responses will be anonymous and your privacy protected. We will share your contact details only so you may receive the invitation to complete our online survey.

Of course we welcome feedback any time. If you would like to comment on our hospital or services separately from the survey, this can be done any time via our website – visit [www.healthcare.com.au](http://www.healthcare.com.au) and “Find a hospital”.

If you are a patient currently in hospital, click on ‘Patients’, then ‘Patient Feedback’ and follow the link.

For feedback from outside the hospital, click ‘Contact’ and complete the form.

Please speak to a staff member if you have any questions.

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