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Maleny Soldiers Memorial Hospital part of Statewide patient survey

A group of patients of the Maleny Soldiers Memorial Hospital will have a special opportunity to have a say on their public hospital experience, and help further enhance the quality of services at their local hospital.

The second state-wide Queensland Health Small Hospitals Patient Experience Survey is underway and staff at Maleny Soldiers Memorial Hospital are confident patients will give them the thumbs up for the care they received.

Senior Medical Superintendent at Maleny Soldiers Memorial Hospital, Dr Ted Chamberlain is highly supportive of the survey.

“When the survey was last conducted in 2014, 230 interviews were completed with patients from Maleny Soldiers Memorial Hospital and the results showed that Maleny was one of the state’s best small hospitals, scoring well above average in most measures,” Dr Chamberlain said.

“This is a very important survey that helps to acknowledge the work that small hospitals do throughout Queensland, and it will highlight the great work and exceptional care provided by the people who work here at Maleny Soldiers Memorial Hospital.”

The telephone survey is aimed at patients who were discharged from over 80 small hospitals in Queensland between October 2016 and January 2017 and asks them to rate various aspects of their care.

Dr Chamberlain said knowing what patients experienced through their hospital visit was a key component in ensuring the delivery of high quality health care.

“An integral part of improving patient-centred care is measuring the patient’s experience, and this patient survey will provide a statewide and hospital specific snapshot of that experience.

“In finding out what patients experienced and if they are satisfied with the care provided, we can identify areas for improvement and service quality improvement initiatives.”

For more information about the phone survey, visit the Queensland Health website: https://www.health.qld.gov.au/system-governance/performance/patient-experience

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