

MEDIA RELEASE

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Toowoomba Hospital looking for community input

Toowoomba Hospital is looking for members of the community to fulfil a number of voluntary consumer representative roles.

“We have long held the view that the opinions and feedback we get from consumers of our services is a vital aspect in improving the way we do business,” said Dr Peter Gillies, General Manager of Toowoomba Hospital.

“We are looking for people to participate in the Toowoomba Hospital Patient Safety and Quality Committee, the Toowoomba Hospital Management Committee and the Toowoomba Hospital Specialist Outpatient Services Committee.

“One of the key values of the Darling Downs Hospital and Health Service is ‘openness to learning and change’ and we think having input from community members from diverse professional backgrounds will be an excellent way to get a new perspective on things.”

Dr Gillies said the positive outcomes that had been achieved from the hospital’s Consumer Advisory Group (CAG) were a good benchmark of the value of consumer input.

“Our CAG does an excellent job of collecting and analysing consumer feedback on a range of topics that have a direct bearing on the experiences that patients and visitors have when they come to our hospital,” he said.

“In the same way, we think having suitably experienced community members participating in high-level management groups and committees can also be a valuable tool in improving our service.

“We would like to hear from people who have had management and corporate experience, and who have an interest in serving their community. Ideally they should also have good communication skills and be confident in expressing their views in a group setting.

“This is part of our approach under the National Standards for Quality and Safety, particularly Standard 2, ‘Partnering with Consumers’.”

For more information and a complete role description please contact Ms Ali Broadbent at alison.broadbent@health.qld.gov.au

Ends

MEDIA: Contact Darling Downs Hospital and Health Service Media Team 4699 8725, 0448 996 296 or DDHHS_Media@helath.qld.gov.au