

MEDIA RELEASE

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Team praised for work behind the scenes

Darling Downs Hospital and Health Board Chair Mr Mike Horan AM has praised the outstanding work of the Warwick Hospital operational services team.

Speaking at the DDHH Board's monthly meeting at Warwick Hospital yesterday, Mr Horan said the performance of hospital's operational services team had been given a resounding thumbs-up by patients.

"When it comes to public recognition in the world of healthcare the lion's share generally goes to staff within the medical, nursing and allied health streams, but it's important to recognise that there are teams of people behind the scenes who also make vital contributions to our service," Mr Horan said.

"I was delighted when Anita Bolton, Warwick Hospital director of nursing, brought to our attention the outstanding results achieved by the hospital's operational services team in the 2016 integrated inpatient experience survey.

"The survey asks inpatients a range of questions about their stay in hospital and the operational services team scored the highest percentages of satisfaction for every question asked, and that was right across all the different workgroups in the hospital.

"On behalf of the Board I'd like to extend our sincere thanks to the team's members for their continued efforts to help make our patients as comfortable as possible while they're at Warwick Hospital."

Ms Bolton said the 2016 surveys indicated a high degree of patient satisfaction, specifically in relation to the hospital's cleanliness and meals.

"The inpatients rated their experience and they said it was enhanced by the environment being clean and the meals being of a good temperature and a good quality," Ms Bolton said.

"The operational services team's efforts were also recognised in the emergency department experience survey and the maternity outpatient clinic survey, where the cleanliness of the hospital and surrounds was noted as a factor that enhanced the patients' experience.

"I think it's very important to note that the information gathered in these surveys is from the patients themselves.

"It's their chance to have their say on how they perceive their experience while at Warwick Hospital and the results showed very clearly that having a clean hospital and quality meals were major factors in enhancing that experience.

“It is a great pleasure to acknowledge the vital role carried out by our operational services team.”

Caption: Operational services officers have been praised for their efforts recently (from left) Judith Maltman, Operational Officer, Gary Lang, Operational Officer, Anita Bolton, DON/Facility Manager, Gary Gwynne, A/Supervisor Operational Services, Patricia Adair, Operational Officer And Mick Cantwell A/Manager Operational Services.

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