Thank you for your interest in patient experience surveys. You may find the following information useful.

**What is the purpose of a patient experience survey?**
Your views about your hospital experience and your level of satisfaction with the healthcare provided are very important in helping us find out what we are doing well and what can be improved. We use patients’ feedback to help identify and prioritise areas for improvement.

**Why have I received a letter inviting me to take part in the survey?**
You have been invited to take part in the survey because you, or your child, have recently had an appointment at or a stay in a public hospital in Queensland. Parents/guardians are asked to provide feedback on the care their child received. We will also be contacting other people who received healthcare from a public hospital around the same period of time that you or your child received treatment.

**Do I have to take part?**
Taking part in the survey is completely voluntary and it is separate from your healthcare. When an interviewer calls, you can agree to do the interview or let them know if you do not wish to participate.

**What would I have to do?**
An interviewer will telephone you on behalf of the Department of Health and if you decide to take part in the survey, they will ask you some questions about your appointment, or your hospital stay. This may take 10 to 15 minutes.

**Who is organising the survey?**
The survey is being carried out by the Department of Health on behalf of public hospitals in Queensland. The Department of Health works in collaboration with the Queensland Government Statistician’s Office, who conduct the telephone interviews.

**Can I request a specific date or time of day for the telephone interview?**
If you would like an interviewer to call you at a specific time this can be arranged with the Queensland Government Statistician’s Office – please refer to your invitation letter for their contact details. If you no longer have the letter please phone the Department of Health on telephone (07) 3328 9961.
How confidential is the information that I provide?

The information you provide is protected by law and you will not be able to be identified, or linked with the responses you provide, unless authorised or required by law. The results will be presented in a way that does not allow any individual’s answers to be identified. Your privacy will be protected at all times and your decision to participate or not, will not influence any future hospital treatment you may receive.

Why was the invitation letter sent directly to my 16/17 year old child and not to me?

The ethically accepted standard age of consent to participate in a survey is 14 years of age. We are keen to hear about the personal experiences of as many patients as possible, and for our surveys we ask that people aged 16 years of age or more respond on their own behalf.

Where did you get my name?

Patients have been randomly selected from hospital records and all information is confidential. The Queensland Government Statistician’s Office will remove all identifiable patient information from survey responses, and survey results provided to the Department of Health will not include any confidential details.

Who is eligible to participate in the survey?

To ensure we gather a statistically unbiased representation of our patients’ views, patients are randomly selected for inclusion in the survey. We only interview those who have been chosen in the random selection.

If you have not been asked to participate in the survey, but would like to provide specific feedback on your appointment, or your hospital stay, you can contact your hospital directly.

How can I make a complaint about the hospital?

During the telephone interview there will be an opportunity to comment on the best aspects of the healthcare you received and areas where you would expect improvement. However, if you have a complaint or you wish to raise concerns about the treatment provided, please contact the Patient Liaison Officer at the hospital where you received care.

If you have already raised your concerns with the hospital and your complaint has not been resolved, or you do not wish to talk to the hospital, you may contact an independent agency, the Office of the Health Ombudsman on 133 646.

Where can I find more information?

If you have any further questions about the patient experience survey you can speak to a member of the team at the Patient Safety and Quality Improvement Service on telephone (07) 3328 9961 and they will be pleased to assist you. You will also find further information about patient experience surveys on our website:


Additionally, information provided by the Queensland Government Statistician’s Office about survey participation is available here:


We hope you will take part in the survey. Your feedback is important and we value your involvement in making our hospitals better.