

Information for telephone and online survey participants

Patient experience surveys

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.

Where did you get my name?

Patients who have received health care in a public hospital within a specific time period have been selected from the hospital's records to participate in the survey.

Do I have to take part?

Taking part in the survey is completely voluntary and it is separate from your healthcare. You can choose whether or not to provide feedback about the care you received. Your decision to participate or not will not influence any future hospital treatment you may receive.

What would I have to do?

If you are invited to participate in a **telephone survey**: An interviewer will telephone you 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.

If you are invited to participate in an **online survey**: Go to the survey using the details provided in the letter sent to you, and answer the questions about your appointment or your hospital stay.

Who is organising the survey?

Queensland Health is carrying out the survey on behalf of our public hospitals. We engage a survey company to assist us by conducting the telephone interviews and the online survey. We will tell you who we have engaged on your invitation letter.

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 please refer to your invitation letter for the details of how to arrange this. If you no longer have the letter please phone the us on telephone (07) 3328 9961 during business hours.



How confidential is the information that I provide?

The survey company will remove all identifiable patient information from survey responses and survey results before they are provided back to hospitals. 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.

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 collect feedback from 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 an appointment, or a hospital stay, you can contact the Patient Liaison Officer at the hospital where you received care.

How can I make a complaint about the hospital?

During the telephone interview or online survey 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 any questions about the health service 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.

How can I see or change the answers I give to the survey?

For a few weeks after you complete the survey, you can contact the survey company to view or modify your information or request that some or all of it be deleted. You can do this by contacting the number provided on your invitation letter.

After this time, once information processing has been completed, your name and contact details will be removed from your survey responses and it will no longer be possible to identify the answers you provided.

Separate consent for future research into health service provision

Researchers may request access to survey data in the future to undertake projects assessing the experience of patients in relation to the way health care is provided by hospitals. Research may involve linking patients' survey responses to information about their hospital visit. During the survey you will be asked whether you give permission for your survey data to be provided to the Statistical Services Branch in Queensland Health, in case of a research request. This will only occur if you explicitly consent, and you will be asked a question about this in the survey. You will not be identified in any research project results.

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:

<https://www.health.qld.gov.au/system-governance/performance/patient-experience/default.asp>

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