

MEDIA RELEASE

September 23, 2014

Patients encouraged to provide feedback on hospital experiences

VISITORS to the Kingaroy Hospital now have an easy way to provide feedback on their experiences.

Seven feedback boxes, along with newly designed forms, have recently been installed across the hospital campus.

“The brochures enable patients or visitors to the hospital to express their compliments, complaints or suggestions in an easy-to-fill out form,” Kingaroy Hospital Administration Manager Carol Anderson said.

“Avenues for people to provide feedback have always existed. This however is a new and easier way to ensure that this feedback is lodged with hospital staff who can either act on the complaint or pass on the compliment.”

The feedback boxes and forms are located in the hospital’s allied health building, renal unit, community health building, specialist outpatient clinic, emergency section, oral health clinic and in the general ward.

People can also lodge the forms on behalf of a loved one or relative accessing health services at the Kingaroy Hospital.

“Forms will be collected from the boxes twice a week,” Ms Anderson said.

“It is hoped that the feedback provided will help improve services. We don’t know if people don’t tell us.”

The feedback boxes and forms will be rolled out across the entire Darling Downs Hospital and Health Service, of which the Kingaroy Hospital is a part.

Caption: Kingaroy Hospital Indigenous Liaison Officer Barry Fisher and Administration Manager Carol Anderson show the new feedback forms which are available to visitors to the Kingaroy Hospital.

Ends

MEDIA: Contact Darling Downs Hospital and Health Service Media Team 4699 8547, 0438 702 328 or DDHHS_media@health.qld.gov.au