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Queensland Health calling Sunshine Coast and Gympie mothers

New mothers who gave birth at a Sunshine Coast Hospital and Health Service facility in the last three months might receive a call from the Queensland Government Statistician’s Office conducting the Maternity Patient Experience Survey in the coming weeks.

Executive Director of Nursing and Midwifery Services, Graham Wilkinson said about 5,500 mothers in Queensland who gave birth between June and August of this year would be selected at random for the short phone survey.

“The survey is all about asking Queensland mothers about the care they received when giving birth at one of Queensland’s public facilities,” Mr Wilkinson said.

“A range of questions will be covered during the interview with some questions about the mother’s interaction with midwives and doctors, involvement in decisions, quality of information provided, and the overall hospital environment and facilities.”

Mr Wilkinson said patient surveys were invaluable as they provided an insight into a patient's experience.

“It’s important that as a health service we know what our patients think so that we can meet the community’s needs and expectations,” Mr Wilkinson said.

“The outcome of the survey will also help us to maintain and improve our standards of service, to ensure we keep delivering the best possible care to local mothers and their babies.

“Last year, the 2014-15 survey showed that women were overwhelmingly happy with the maternity care they receive during and after giving birth.

“But this doesn’t mean that there weren’t areas we needed to improve on and this year’s survey will allow us to evaluate any improvements that were made following last year’s results.”

The survey will commence this week and run through to November 2016. Each Hospital and Health Service will receive individual facility reports for their review so they can identify areas for improvement.

For more information, contact the Queensland Health Patient Safety and Quality Improvement Service team on 3328 9961 or at patientsatisfactionsurvey@health.qld.gov.au

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Media contact: Kirsty Olsen | 5470 6616 | 0408 713 747  
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