Patients give thumbs up to Maleny Soldiers Memorial Hospital

Maleny Soldiers Memorial Hospital has been given a glowing bill of health.

Results from the Queensland Health Small Hospitals Patient Experience Survey 2016-2017 are in and Maleny Soldiers Memorial Hospital has been rated with some of the highest patient satisfaction scores in Queensland.

Senior Medical Superintendent at Maleny Soldiers Memorial Hospital, Dr Ted Chamberlain said: “The results provide invaluable insight into the hospital from our patients’ perspective.

“While the results indicate an overall high level of patient satisfaction, the information will also help us to further improve our health care provision in the future,” he said.

“A patient’s experience is not only about the medical treatment they receive at our hospital but also the level of care and understanding they receive from staff.

“For 85 per cent of our inpatients (compared to 70 percent across all small facilities) to rate the care they, or their child, received while at Maleny Hospital as ‘very good’ is great feedback that our quality level of care is translating to positive patient experiences.

“The survey results are a welcome acknowledgement of our hard working staff who are committed to delivering exceptional patient care.”

The survey was conducted at 84 facilities in Queensland from February to March 2017 by telephone interviews with randomly selected patients between October 2016 and January 2017.

Thumbs up, Maleny! Inpatients score their satisfaction levels:

The response rate was 52 per cent for all facilities in the survey overall and 61 per cent for Maleny Hospital.

Of the 241 patients at Maleny who completed the survey:

- 100 per cent rated the cleanliness of the hospital room or ward as ‘very clean’ or ‘fairly clean’.
- 100 per cent rated how well the doctors and nurses worked together as excellent, very good or good.
- 99 percent rated the care they received as good or very good.
- 99 per cent had further health or social care discussed at discharge.
- 99 per cent were all or most of the time able to get help from staff when needed.

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Media contact: Naomi Ford | 5202 0078

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