

**PATIENT
OPINION** AUSTRALIA
BE HEARD.

*Boort
District Health*

**Your feedback is important.
We are listening.**



Please give us your feedback to help improve our services

Concerns about current care

If you have a concern about current services being provided, please speak to a staff member or the person in charge of the area who can help you.

If you do not know the number for the service please call Boort District Health on (03) 54515200

Feedback

- If you want to share your story about your experience for other patients and families to read you can do this publicly via the Patient Opinion website:
www.patientopinion.org.au
- Patient Opinion is safe and you will remain anonymous. Other people benefit from hearing your story and Boort District Health will use the feedback to know what we are doing well and where we need to improve.
- If you have feedback that you want to share directly with Boort District Health, please fill in the feedback form on page 4 and drop it into the feedback box at the nurses station.



Lodging a formal complaint

If you or your family member is no longer receiving services or care and you have a complaint that you would like us to formally investigate then please contact the Centre for Patient Experience in one of the following ways:

- Call Boort District Health on (03) 54515200 Monday to Friday from 9am to 5pm
- Send an email to patientopinion@bdh.vic.gov.au
- Fill in the feedback form on our website
- Write to us at Patient Opinion and Feedback, Boort District Health, PO Box 2, BOORT, VIC 3537

In Summary

Do you have a compliment, concern or complaint? Please talk to the staff caring for you who in most cases can help you straight away. If you have English language difficulties you can ask our staff for an interpreter.

Your Details

Name: _____

Address: _____

Postcode: _____ **Telephone:** _____

Date: _____

Which location did you visit?

- Boort District Health – Urgent Care
- Boort District Health - Acute
- Residential Aged Care – Low Care
- Residential Aged Care – High Care
- District Nursing Services
- Boort Dental Clinic
- Planned Activities Group
- Staying Strong – Strength Based Exercise
- Other: _____

On a scale of 0 – 10 (below), how likely is it that you would recommend this service to a family or friend? (please circle)

0 1 2 3 4 5 6 7 8 9 10
Not at all likely Extremely likely

Return in person by placing in feedback box at nurses station or Post to Patient Opinion & Feedback, Boort District Health, PO Box 2, BOORT, VIC 3537

www.bdh.vic.gov.au

www.patientopinion.org.au

The Boort District Health Community Advisory Committee

We are looking for consumers, carers and community members to join our consumer register and work in partnership with staff to improve our services.

People on the Community Advisory Committee are given opportunities to share consumer views in many ways including involvement on committees and participation in workshops and focus groups.

If you would like more information please contact the Quality Manager on (03) 54515200 or patientopinion@bdh.vic.gov.au

Other contacts

If you are not satisfied with the way we are dealing with or have dealt with your complaint, you can, at any stage, seek advice from the following:

Freedom of Information (FOI) Commissioner

Phone: 1300 842 364

Website: www.foicommisioner.vic.gov.au

Health Services Commissioner

Phone: 1300 582 113

Website: www.health.vic.gov.au/hsc/

Email: hsc@health.vic.gov.au

Mental Health Complaints Commissioner

Phone: 1800 246 054

Website: www.mhcc.vic.gov.au

Email: help@mhcc.vic.gov.au

Office of the Public Advocate

Phone: 1300 309 337

Website: <http://www.publicadvocate.vic.gov.au/>

Elder Rights Advocacy

Phone: (03) 9602 3066

Website: <http://www.era.asn.au/index.html>

Aged Care Complaints Investigation Scheme

Phone: 1800 550 552

Website: <http://agedcarecomplaints.govspace.gov.au/>

Protecting Your Privacy

Boort District Health is committed to protecting your privacy. We will keep your personal information secure and will disclose information about you only when required by law.

We comply with relevant information and privacy legislation. If you would like more information, please ask a staff member or visit our web site www.bdh.vic.gov.au

Boort District Health is accredited by the Australian Council on Healthcare Standards.

If you have any English language difficulties, please ask staff to book an interpreter.

At Boort District Health we value your feedback and stories



31 Kiniry Street
PO Box 2
BOORT VIC 3537
(03) 54515200 :PH
(03) 54552502 :FAX

www.bdh.vic.gov.au