

1.10.104 POLICY – COMPLAINTS POLICY

Aim

City Health must be able to provide evidence that the organisation acknowledges and investigates patient complaints. The Patient Satisfaction and Complaints Management programs provide a basis to identify and improve patient quality of care.

Policy

All City Health staff, and medical practitioners are expected to perform their duties to the highest standard of excellence. All patients will be given an opportunity to provide feedback at all stages of their treatment either via patient feedback portals or via electronic surveys.

It remains the right of all patients of City Health to put forward a complaint if they believe their expectations of service have not been achieved. All reception/waiting rooms are required to contain posters or information on how a patient can make a claim to the Health Ombudsman in their state.

Avenues for Feedback

All patients having treatment at City Health will be offered a tablet with a pre-loaded survey to provide feedback on their experience in either the Day Hospital or Procedure Centre. This feedback is initially reviewed by the Director of Nursing and then discussed at the monthly team meetings and serious complaints will be reviewed at the Medical Advisory Committee (MAC) meetings.

Patients will be provided a number of avenues to make complaints including verbal and written. Patients are made aware of this through visual prompts on the website, in patient literature and through posters in the waiting rooms.

Electronic Patient Feedback Survey

- All patients will be provided with the opportunity to give feedback via an electronic tablet. They are given the survey to complete after their procedure just prior to discharge. Additionally, they will have access to a link on the City Health website.
- Patients will be asked a series of questions relating to the level of customer service, care and information received.
- Every month, all patient feedback received will be reviewed and summarised by the National Patient Services Manager and provided to the Director of Nursing and General Manager. Outlying results shall be addressed. Feedback comments shall be assessed for possible improvements.
- Local results are presented at local clinical meetings and summaries provided to staff and medical practitioners.

Complaints Register

- If the clinic receives a patient complaint via the phone, in writing or verbally then this is logged via the RiskClear database in the complaints register.
- If the complaint is received in writing or via email then this can be uploaded into the complaint file for future reference.
- The response or action taken by the Director of Nursing is recorded in the complaint register
- The complaints register, lists all complaints by complaint number, how the complaint/feedback was received, severity of the complaint, reason of the complaint, action taken and when and who closed the complaint out.
- Every quarter, all data shall be reviewed and summarized by the Director of Nursing and presented at the MAC meeting. Outlying results shall be addressed. Feedback comments shall be assessed for possible improvements.
- Results are presented yearly at the annual Quality Manager meeting.