

How to provide comments or suggestions for improvement

Western District Health Service has a dedicated team of health care professionals and support staff who endeavor to provide the highest possible standard of care and service.

However there will be times when your care does not go quite as well as it might or your expectations are not met.

If this occurs we welcome your feedback as it encourages us to further review our practices and to implement improvements as required.

You have numerous options:

1. Speak directly to the relevant staff member
2. Ask to speak to the Department Head
3. Document your concerns on a Patient /Consumer Feedback Form
4. Ask to speak to the Quality Manager
5. Put your concerns in writing addressed to the:

*Chief Executive Officer
Western District Health Service
PO Box 283
Hamilton Vic 3300*

Or

6. Write directly to the:
*Health Services Commissioner
Level 30
570 Bourke Street
Melbourne Vic 3000*

Or

7. You can ask staff information on how you can request an advocate to act on your behalf.

What you should expect:

1. That your concerns will be reviewed by staff as an opportunity for improvement
2. That your concerns will be dealt with fairly and efficiently and with respect.
3. To receive acknowledgement of receipt of your concerns within five working days.
4. To receive correspondence explaining investigations and action taken within 30 days.
5. That your privacy and confidentiality will be respected.
6. That communication with you is open and honest.
7. To be given assistance in lodging your concerns if required

We value:

- **Our customers** - we recognize their rights, encourage their participation and are committed to their wellbeing
- **Improving performance** - we are committed to a culture of continuous quality improvement
- **Our staff as our most valuable resource** - we are committed to their wellbeing and ongoing professional growth and development
- **Strong leadership** - we are committed to governance and management that sets sound directions
- **Safe practice** - we are committed to the provision of a safe environment

Endorsed by the Community Advisory
Committee, August, 2007
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Our Mission

To meet the health needs of the residents of the Western District by delivering valued, high quality primary care, health promotion and illness prevention, acute care, extended care and community based services.

Our Vision

Excellence in healthcare,
putting people first.

Western District Health Service

Incorporating:

Coleraine District Health Service
Frances Hewett Community Centre
Grange Residential Care Service
Hamilton Base Hospital
Penshurst & District Health Service
YouthBiz

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Western District Health Service

Your
Suggestions
and
Comments