



Patient Reported Experience Survey Inpatient and at home care

Have your say about your healthcare experience

Information for patients who recently received care and treatment in hospital and/or at home

Queensland Health is asking patients and parents/carers of young patients to answer some questions about their recent hospital experience. A survey may be sent to you and is known as a Patient Reported Experience Survey. Your feedback will help us find out what we are doing well and what can be improved.

Who is included in the survey?

Most patients will be invited to take part in the survey after they have received care and treatment in hospital or at home.

For patients aged less than 18 years, we ask that a parent or carer who spent time with the patient answers the questions in the survey.

For mothers who have recently given birth and received care at the hospital, the questions will be just about the care the mother received.

Patients who have recently visited an Emergency Department or outpatient clinic may also receive invitations to take part in separate surveys about the Emergency Department or outpatient care.

How do I complete the survey?

You may receive a text message (SMS) from **QLD Health** asking for feedback. Click on the link in the SMS to share your experience. Your feedback will be secure and confidential.

The SMS will be sent to the mobile phone number listed in your or your child's hospital record. It will be sent **two (2) days after your or your child's hospital care ends**. Your phone needs to be connected to the internet to complete the survey. A reminder SMS will be sent five (5) days later. The SMS will include the name of the hospital.

This is an example of the SMS:

Queensland Health asks you
to answer some questions
about your healthcare.
To do this
<https://prm-msg.health.qld.gov.au//XXXXXXXXXXXXXX>.
To unsubscribe
<https://prm-msg.health.qld.gov.au//XXXXXXXXXXXXXX>



The links will include letters and numbers at the end. These make the links secure and unique for you or your child.

The survey will ask some questions about the care recently received in hospital, at home, or both.

It will take about 10 to 15 minutes to fill out.

At the end of the survey, you can provide your email address if you would like to receive future surveys by email.

Do I have to take part?

Taking part in the survey is optional. Your or your child's hospital care will **not** be affected if you choose not to take part. You do not need to answer any question you do not want to.

How do I answer the survey questions if I was in more than one ward during my stay?

Answer the survey questions thinking about your experiences in the last ward where you or your child received care before leaving hospital.

What will the survey results be used for?

We value your feedback as it helps us find out what we are doing well and what can be improved. You or your child will not be identified in the survey results. Your feedback will be grouped with others and the combined results provided to your hospital.

If you include the names of any people in your answers, these will not be removed and will be seen by the hospital.

Will the hospital see my answers?

The hospital will not be able to contact you about your response. Your answers are strictly confidential and no identifying information can be used to contact you.

However, if your feedback includes a serious allegation where it is required by law that you are identified, Queensland Health is authorised to request a hospital staff member contact you to discuss your feedback.

If you have any health concerns, please contact your GP or healthcare provider.

Will the information be kept confidential and secure?

The system used to survey patients is called ZEDOC and is provided by The Clinician Limited.

Survey information is collected for Queensland Health for the purpose of evaluating, monitoring or planning health services.

All information you provide will be securely stored in Australia and managed in line with the *Information Privacy Act 2009* (Qld) and *Hospital and Health Boards Act 2011* (Qld). The information will not be used or shared without your consent, unless allowed or required by law.

For information about how Queensland Health protects your or your child's personal information, visit www.health.qld.gov.au/global/privacy. To learn how to access your or your child's personal information, visit www.health.qld.gov.au/system-governance/contact-us/access-info/rti-application.

How can I make a complaint or compliment?

The survey is not the way to make a complaint. If you would like to make a complaint or share a compliment about the health service, visit www.qld.gov.au/health/contacts/complaints.

What can I do if I do not want to receive a survey?

If you receive an SMS invitation, click on the unsubscribe link to stop future survey messages. If you do not want your or your child's name and contact information sent to the survey system, contact 13 HEALTH (13 43 25 84).

Where can I find more information?

For more information visit www.health.qld.gov.au/prm or scan the QR code.

