



# PATIENT OPINION AUSTRALIA

BE HEARD.



Health  
South Eastern Sydney  
Local Health District

## Introduction & Background

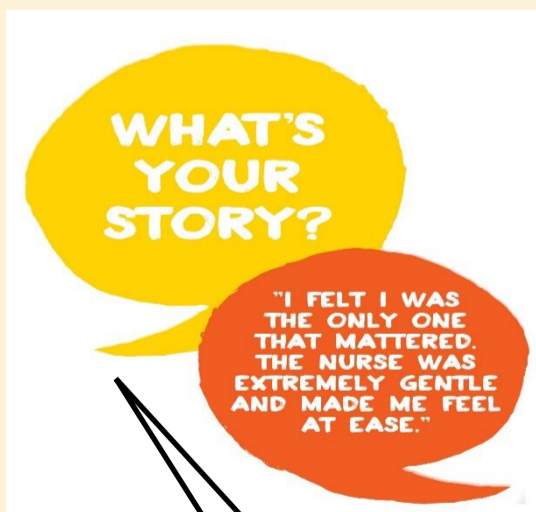
- SESLHD's pursuit of excellence through the 'Journey to Excellence'-improving health outcomes -'We will give our patients and the public a voice on their experiences to drive up the quality of care'.
- Open and transparent consumer partnerships
- Innovation and improvement through feedback from our patients and consumers
- Patient/Carer –being heard

## Aim

- To ensure the patient/carers have a safe space to share their experience and provide feedback, which will be utilised to improve the safety and quality of care.

## Methods

- Subscribed to Patient Opinion Australia- a web based patient/carer platform and implement across Sydney/Sydney Eye Hospital. Go-live date 12th December 2016.



2017

**Story by 'Regular'**

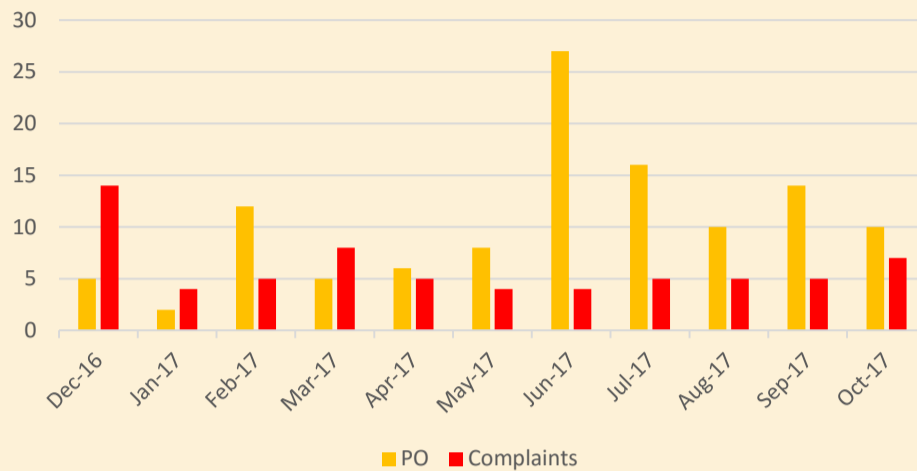
I am a regular patient at Sydney Eye Hospital. I am very pleased with the services as well provided by the facility. But I have one concern about the sitting space at the premises. It's just after the patients arrive, the seating gets a bit crowded and unsafe for others. Patients have to either stand for a while in the corridor or go outside ....

**Story by 'Health Consumer'**

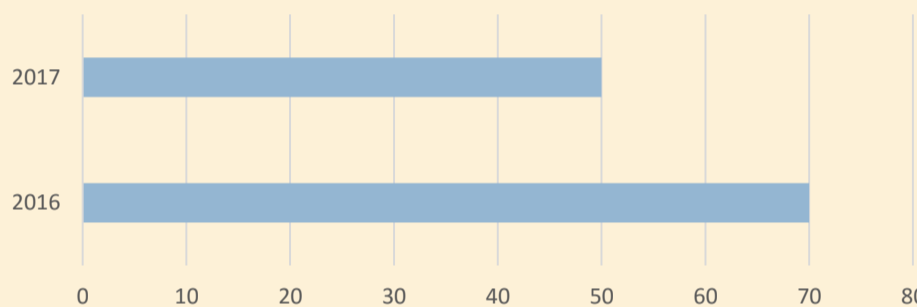
My son fractured his finger during school sport. We attended the emergency department where we were promptly seen and he had an X-ray, then given an appointment time for hand clinic the next day. The clinic appointment happened about an hour after the appointed time, but every staff member from reception to nurses, X-ray technician, doctors and hand therapists were extremely professional and explained every step. We were very happy with his care at Sydney/Sydney Eye Hospital

## Results

Patient Opinion Stories Vs Complaints



Reduction in Complaints



## Conclusion

- There has been an added benefit of reduction in complaints
- Feedback is available to all staff-greater awareness of the benefit of patient feedback
- Improvements such as revised clinic location to reduce waiting area congestion was a direct result of feedback from Patient Opinion
- Other improvements in progress
- Patient Opinion stories used in local and peak meetings to help improve the service and patient experience

## Lessons Learned

- Executive support implicit to success
- Staff engagement paramount to success
- Promotion and using stories in local meetings reinforced the benefit of Patient Opinion
- Patient/carers pivotal to the continuing value of Patient Opinion as a vehicle for using feedback to inspire improvements.

### Acknowledgements & Contact Details

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Visit the Patient Opinion website:

[www.patientopinion.org.au](http://www.patientopinion.org.au)