



OPTIONAL

I would like a reply to my feedback via:

- Phone call
- Written response
- Interview
- Email

Name:

Address:

.....

Postcode:

Email:

Telephone: (please complete preferred number for hospital contact)

Work:

Home:

Mobile:

Quality Risk Coordinator
 Westminster Day Surgery
 476 Wanneroo Rd
 Wanneroo WA 6061



WESTMINSTER
DAY SURGERY

HOW CAN WE IMPROVE OUR CARE/SERVICE FOR YOU?



You are our number one priority

PLEASE TELL US HOW WE CAN
BETTER CARE FOR YOU

It is our philosophy to respect your individuality and dignity, and to care for you compassionately and hospitably.

- We support your expectation to know about your procedure, and to participate in decisions, which affect your wellbeing as a patient
- You can expect complete confidentiality of personal and medical records.
- You can expect to be treated with courtesy, and to have your beliefs, ethnic, cultural and religious practices respected.
- You can expect to know the names and roles of the caregivers involved in your care.

Should you require any further assistance or wish to register a complaint, compliment or concern, please contact the Quality Risk Coordinator:

Phone: (08) 9349 5555
 Fax: (08) 9344 1744
 Email: cam@westminsterdaysurgery.com

Please complete the following questions and hand to the reception staff or post to the address indicated on the back of this form.

Have we recognised your individual health care needs in respect to:

- Religion Yes No
 Dignity Yes No
 Right to privacy Yes No
 Disability Yes No

(Comments See below)

Have our services been:

- Timely Yes No
 Responsive Yes No
 Met your needs Yes No

Are you aware there is information available on:

- Your rights as a patient Yes No
 Making a complaint Yes No

Comments:

How would you rate our quality of:

Staff friendliness									
1	2	3	4	5	6	7	8	9	10
Poor			Average				Excellent		

Staff communication									
1	2	3	4	5	6	7	8	9	10
Poor			Average				Excellent		

Cleanliness and comfort of your surroundings									
1	2	3	4	5	6	7	8	9	10
Poor			Average				Excellent		

Catering preparation and service									
1	2	3	4	5	6	7	8	9	10
Poor			Average				Excellent		

Delivery of nursing care									
1	2	3	4	5	6	7	8	9	10
Poor			Average				Excellent		

Staff skills in customer service									
1	2	3	4	5	6	7	8	9	10
Poor			Average				Excellent		

All feedback will remain strictly confidential.