



**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](mailto: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.