



According to our patients, the best thing about their health journey was:

“Found staff in admissions very helpful to make sure what was being said was understood.”

“Every midwife that I encountered was fantastic, friendly, kind and knowledgeable.”

“The doctor in the resuscitation ward gave the clearest and most understandable explanation I’ve ever had.”

“From a bad situation, my hospital experience was excellent to help me care for myself in the future.”

Where to from here

Our individual hospitals are listening to their patients. Your feedback is guiding the various teams to reassess how they can better keep their patients and families informed throughout their hospital and health service journey.

Through ongoing patient experience surveys over the next two years, we will continue to make the necessary changes to meet our patients’ expectations and build on what we already do well. Your feedback is central to this process, so if you receive a survey in your letterbox, please take the time to complete it.

It is through this focus that we will continue to improve your experience while under our care.

Hospital contacts:

Armadale Health Service

PO Box 460, ARMADALE WA 6112
Telephone: (08) 9391 2000
www.ahs.health.wa.gov.au

Bentley Health Service

PO Box 158, BENTLEY WA 6982
Telephone: (08) 9416 3666
www.bhs.health.wa.gov.au

Fiona Stanley Hospital

Locked Bag 100, PALMYRA DC 6961
Telephone: (08) 6152 2222
www.fsh.health.wa.gov.au

Fremantle Hospital and Health Service

PO Box 480, FREMANTLE WA 6959
Telephone: (08) 9431 3333
www.fh.health.wa.gov.au

Rockingham General Hospital

PO Box 2033, Rockingham WA 6967
Telephone: (08) 9599 4000
www.rkpg.health.wa.gov.au

Royal Perth Hospital

GPO Box X2213, PERTH WA 6847
Telephone: (08) 9224 2244
www.rph.health.wa.gov.au

This document can be made available in alternative formats on request.

You’ve told us....
we’re listening



The South Metropolitan Health Service aims to provide seamless access to safe, high quality health care – *the right care, at the right time, in the right place, by the right team* – through our network of hospitals and health services.

Guiding us to achieve this is direct feedback received from our patients following a stay or visit to one of our hospitals.

We have entered a new era of capturing our patients' health care experience through the commencement of our first patient experience survey, conducted on our behalf by an independent survey provider.

The randomised, two-year continuous patient experience survey is being implemented throughout our hospital network, including Royal Perth, Fiona Stanley, Rockingham General and Fremantle hospitals, as well as the Bentley and Armadale health services. Four surveys are being conducted each year, with feedback sought from Emergency Department and Day Surgery Unit patients, as well as general and mental health inpatients.

What you told us

Our first half 2016 results show we are providing a good service; however, further work is required to improve the hospital/health service experience for our patients.

You determined our overall strengths to be:

- **Staff courtesy to patients**
- **Staff attitudes towards visitors**
- **Room cleanliness**

Where we need to focus

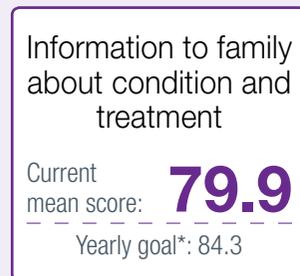
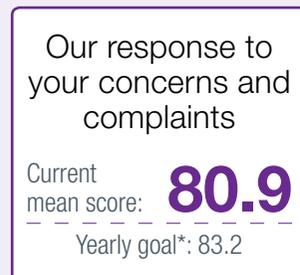
Your feedback has revealed a consistent theme:

We need to keep you and your family better informed.

Based on your feedback, we are currently looking for opportunities within each hospital to ensure we are providing information in a more meaningful way to you and your family.

We have developed our top ten areas that we will focus on to improve your experience, and have included our current score so you can see how we're tracking in these key focus areas:

Communicate and connect



Patient centred care

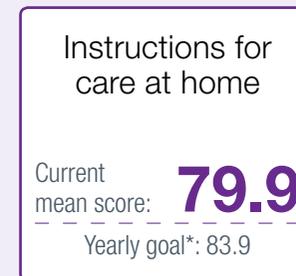


"Some nurses were exceptions in their care. Loved their jobs."

"The nurses and other staff were friendly and cheerful."



Patient understanding and information



Disclaimer: Yearly goal* is based on the survey provider's results obtained from comparable, relevant healthcare organisations.