

Interim Report: Feedback Survey

The Sustainable Health Review Interim Report feedback survey consisted of 14 questions. The responses to the open feedback questions are detailed below. Responses to questions 9-12 have been published in a summarised report on the SHR website.

Your Personal Details	
1. Title	Mr <input type="checkbox"/> Miss <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input checked="" type="checkbox"/> Dr <input type="checkbox"/> Other <input type="checkbox"/>
2. First Name(s)	Rohini
3. Surname	Singam
4. Contact Details	
5. Organisation	
6. Location	<input checked="" type="checkbox"/> Metropolitan <input type="checkbox"/> Regional WA <input type="checkbox"/> Outside WA
7. Are you providing a response on behalf of your group/organisation or as an individual? (Required)	<input type="checkbox"/> Group/organisation <input checked="" type="checkbox"/> Individual <input type="checkbox"/> Other, please specify: _____
Q8. Do you consent to your feedback being published, in summaries or in the Final Report? (Required)	
<input checked="" type="checkbox"/> I consent to my feedback being published <input type="checkbox"/> I consent to my feedback being published anonymously <input type="checkbox"/> I do not consent to my feedback being published	

The next two questions will allow you to provide more detailed feedback on how to maximise improvements in each of the Directions or suggest other areas or actions for the Sustainable Health Review Panel to consider to develop a more sustainable health system.

13. In regards to the 12 Directions, please provide detailed comments on how to maximise improvements in each of the Directions. Where possible, please indicate which Direction your comments relate to.

As a Medication Safety Pharmacist at Sir Charles Gairdner Hospital, I have a strong interest in Direction 8 - Greater use of technology, data and innovation to support consumers, clinicians and drive change. Please prioritise the implementation of a statewide electronic medical record with integrated decision support for clinicians. Harnessing the technology available and implementing it in our health system in a coordinated and well planned way will be the single biggest factor in improving safety, quality and efficiency in our Health System. Please engage stakeholders including frontline clinicians, safety and quality experts and Medical, Nursing, Pharmacy; Find out what they need to serve patients well and listen to their concerns. Working in Safety and Quality I often see errors occurring which could have been prevented by an effective electronic medication chart with built-in safety features. I hope this will be a reality for WA sooner rather than later.

14. Is there anything else that the Panel has missed so far that is important in developing a more sustainable health system for Western Australia?

There needs to be better communication between hospitals and community services. The lines of communication between hospitals and GPs needs to be improved. We need to demand that discharge letters are accurate and complete - too often they are inaccurate and lead to confusion for patients and healthcare providers. Currently there is more focus on getting discharge letters completed quickly than there is on making sure they are accurate. I believe this is a direct result of unreasonable time pressures on staff.