

How St Vincent's Supports its Consumers in Raising a Concern

We support patients, carers and families to communicate their concerns by:

- Distributing information to patients and carers about what incidents and concerns are, and how to report them
- Training the workforce on how to respond to patients or carers who raise concerns or report incidents
- Providing, when possible, appropriately skilled members of the workforce to liaise with patients or carers who report concerns or incidents
- Conducting patient experience surveys or seeking feedback on safety incidents on discharge
- Providing information about improvement activities that have been implemented based on patient feedback

Preamble

We understand your concerns are important to you and we value your feedback. To provide you with timely resolution of your concerns, we ask that you first discuss your concerns with the relevant manager, supervisor or staff member in charge of the clinical unit/area before lodging a formal complaint. This will give you the chance to express your concerns and have them answered immediately.

If you are not satisfied with the outcome once you have raised your concern, you have the right to make a complaint. The following information is provided to assist you.

Lodging a Complaint

Complaints can be lodged by phone, in person or in writing. Complaints in writing can be posted or emailed to the executive office email feedback@svh.org.au

Feedback forms are also available in the Hospital, please ask staff to assist you.

When lodging your complaint you will be asked to provide personal contact details so you can be contacted through the progression of your complaint if needed, however, you can lodge an anonymous complaint if you wish. An interpreter service is available if required – please ask staff to arrange for you.

The following details should be included when lodging your complaint:

- What incident occurred and where
- When the incident occurred (dates/times)
- Any staff involved
- What you would like to see happen as a result of raising your complaint

Investigation Process

Your complaint will be recorded and filed separately to your medical records. The complaints process at St Vincent's Private Hospital is confidential. You will receive an acknowledgement of your complaint in writing or by telephone within 5 working days.

Your complaint will be sent to the appropriate service area for investigation and action by senior staff.

Response Timeframe

Once the investigation is complete, you will be informed of the outcome in writing (where contact details are provided). It may take up to 6 weeks to complete the investigation. It is regrettable but investigations can exceed this deadline. However, we will keep you informed if there are any delays.

Patient Confidentiality

We require permission from the patient to release their personal medical information to another person or third party. Therefore, if you make a complaint on behalf of a patient you will be sent an authority letter to be signed by the patient allowing us to discuss their care and treatment with you in the complaint process. If the patient does not agree to release this information to you this will not affect the investigation of the complaint, however it may reduce the amount of information staff can provide to you once the investigation is complete.

Thank you

Lodging a complaint will not impact on any future care or treatment you may receive at SVPH. It will, however, assist the Hospital to improve our service by:

- Identifying areas that may be improved
- Preventing an unfavourable outcome from reoccurring
- Continually improving our performance

