

Patients, families, carers, and other consumers, play an important role in improving the quality of care we provide. This fact sheet outlines why we value involvement and feedback from our consumers and different ways patients, families, carers and members of the community can contribute to high quality healthcare at St Vincent's Private Hospital.

Who is a consumer in healthcare?

The term 'consumer' is defined in the National Safety and Quality Health Service Standards as:

'Patients and potential patients, carers and organisations representing consumers' interests.'

Therefore, we are all consumers of St Vincent's Private Hospital healthcare system at some time in our lives, either directly or indirectly.

The importance of involving consumers in healthcare

The membership of most hospital committees predominately comprise of health care professionals. Involving patients, families, carers and other interested consumer representatives on committees brings new points of view to the table which assists in understanding the needs and preferences of consumers.

By seeking out, listening to, understanding and responding to consumer experiences and expectations about the service we provide, we aim to not only improve our services but also clinical outcomes for our patients.

Whether you are a patient, family member, carer, or other interested consumer, your input, ideas and feedback are invaluable to us. Consumer participation may occur in many ways both formally and informally. It may also occur on a number of levels including:

- individual level - on decisions about your own care
- program level - feedback regarding service improvement or new developments
- organisational level - policy development
- broader community level - advocacy in consumer groups

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By involving consumers we:

- receive advice and guidance from the people who use, or could use, our service about their experiences and expectations
- gain expertise and advice from other sectors on ways to improve the service we provide
- improve accountability and transparency

Getting involved

There are a number of ways you can be involved in the planning, design, delivery and evaluation of the services patients receive at St Vincent's Private Hospital.

You can become involved by:

- providing feedback about whether the service is meeting your needs, through consumer feedback systems including surveys and focus groups
- telling us your stories and experiences to contribute to our understanding about the care you received at St Vincent's
- becoming a St Vincent's volunteer and being involved in service delivery
- being part of a Consumer Advisory Group which advises and assists in:
 - the development and review of patient information publications, and training resources concerning person centred care, and
 - the review and evaluation of patient and/or carer experience feedback to help identify opportunities for safety and quality improvement
- participating in a Hospital committee which is tasked with reviewing clinical care, risk management and quality improvement
- participating in the design and redesign of our services including quality improvement projects.

How to get involved

Contact St Vincent's Private Hospital by telephone: 02 6627 9600

Complete an Expression of Interest Form (located on our website) and send to:

Executive Office

PO Box 572

LISMORE NSW 2480

or email to: info@svh.org.au

Key points to remember

- Consumers play an important role in the care we provide.
- There are many ways you can get involved and have a say.
- We value input, feedback and ideas from all consumers.

For more information

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Phone: (02) 6627 9600

Email: info@svh.org.au

Website: www.svh.org.au