

Western Sydney Local Health District launches Australian-first patient survey

Feedback from patients, carers and their families staying in some of western Sydney's busiest hospitals can now be offered and addressed in real-time via a new Australian-first digital platform.

Western Sydney Local Health District (WSLHD) is now running the *My Experience Matters* survey using cutting-edge feedback technology, allowing staff to instantaneously analyse patient experiences in their hospitals.

The survey, which was officially launched at Westmead Hospital today, has already been rolled-out to some wards at Westmead and Auburn hospitals, allowing patients to provide their feedback via hospital iPad or online.

WSLHD Patient and Carer Experience manager Kay de Ridder said hospital staff immediately received the survey responses, allowing them to address any issues in real-time.

"It could be a simple thing like fixing a banging door that is keeping a patient awake – staff get that feedback from a patient and they can immediately go up and fix it; feedback like that helps us improve the care we provide," she said.

"We want to know what matters to people so we can improve our services; we are committed to learning from our patients, carers and their families."

Ms de Ridder said Westmead Hospital patients involved in preliminary use of the survey last year had recommended a range of measures to improve services.

"On one ward, about 80 per cent of patients said they had been personally greeted by nursing staff each day during their visit. The ward's nursing unit manager wanted to bring that score up to 100 per cent so she held a session with the staff to ensure they were all introducing themselves to their patients; it's just little things like that," she said.

"This feedback is critical to service planning and improvement; we're also working with units and staff to assist them in linking in with existing quality improvement structures to make changes."

The *My Experience Matters* survey is now live on Westmead and Auburn hospitals webpages:

Westmead: <http://www.wslhd.health.nsw.gov.au/Westmead-Hospital/Patient---Visitor-Information>

Auburn: <http://www.wslhd.health.nsw.gov.au/Auburn-Hospital/Patient-and-Visitor-Information>

The survey takes just three minutes to complete and all responses are anonymous.

WSLHD chief executive Danny O'Connor said the district was committed to genuine patient-centred care.

“We want to provide the best quality care for all patients in our hospitals, clinics and community health centres,” she said.

“Gathering honest feedback and being responsive to any issues is critical to ensuring every patient has a positive experience in our facilities.”

The survey will be rolled-out to all facilities across the LHD over the next three years.

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****Media enquiries:** contact Emma Spillett, Senior Corporate Communications Specialist, on 0427 925 198 or email emma.spillett@health.nsw.gov.au**