

Patient Experience Trackers (PETs)

The Patient Experience Tracker (PET) is a small electronic hand held device used to collect patient and staff feedback at the point of care. Five customised questions with multiple choice answers can be asked and patients and staff can respond to each question with the press of a button. It is a fast and effective way to collect feedback and measure patient and staff experience.

The de-identified data from the devices is collated daily and reports are emailed to nominated staff overnight. Reports are presented in graphical form which is easy to interpret and provides information to act on in near real time. Weekly and monthly summary reports are also available.

The PETs system is simple and their use can be overseen by health practitioners, administrative staff and/or volunteers. They have been used in NSW since 2009 providing very informative real time data on patient and staff experience.



PETs are available to you!

To assist LHDs to deliver patient - centered care, the Agency for Clinical Innovation (ACI) is offering PETs to interested LHDs/facilities/wards to measure patient and staff experiences. Training on the use of the devices and assistance with question development are provided. PETs will be delivered to you for use within three weeks of finalising the questions. Call to book now!

For more information contact:

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Did you give your feedback?



Your feedback is important to us.
Please ask the staff how you can participate.



ACI NSW Agency
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Innovation