

Patient Journeys

Patient Survey Information

What are we doing?

It is only from speaking to our patients, their Carers and family about their recent health service experience can we make positive changes to health services and provide a quality service that meet the needs of our patients. We hope you will consider sharing your positive and negative experiences in an interview so that we can improve the delivery of our health services at _____ hospital/health centre.

What will an interview involve?

- You nominate a time and a place that is convenient for you to be interviewed.
- We will be asking questions about: access to care, coordination & integration of care, respect for patient's values, and needs, what education and information you were given by staff, transition, physical comfort, emotional support and how your family was involved during your treatment. We will not be talking about your health condition.
- A 45-60 minute interview with a bilingual worker and another staff member who will be taking notes.
- Family members are welcome to be part of the interview.
- We will ask questions about the quality of care you received what you liked and what you think we can improve on.
- You will be asked to sign a consent form so that we can proceed with the interview
- A copy of your consent form and what is noted is sent to you
- I will ring you to ensure that the information is correct and if you would like to proceed.
- Your information remains confidential and is integrated with what other people have said.
- All the information goes back to the Manager of the Clinical Redesign Unit
- You can withdraw at any time without providing a reason
- My contact number is located on both the letter of invitation and the consent form. You can contact me at any time if you have any questions. I will ring on the day to ensure we can still meet.
- There is no cost and no payment for the interview