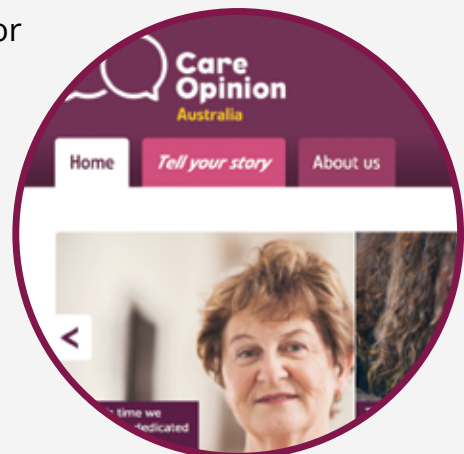




Providing FEEDBACK about your hospital experience

DO YOU KNOW: You can share feedback on your hospital experience?

- We all want to have a good hospital experience when we or our family member/s are unwell.
- When we can share our experiences openly and helpfully, the hospital and health system can make improvements, so all people can benefit.
- There are a few ways in which you can share your story:
 - Using an independent group called **Care Opinion**; or
 - Contacting the **specific hospital** or service directly.



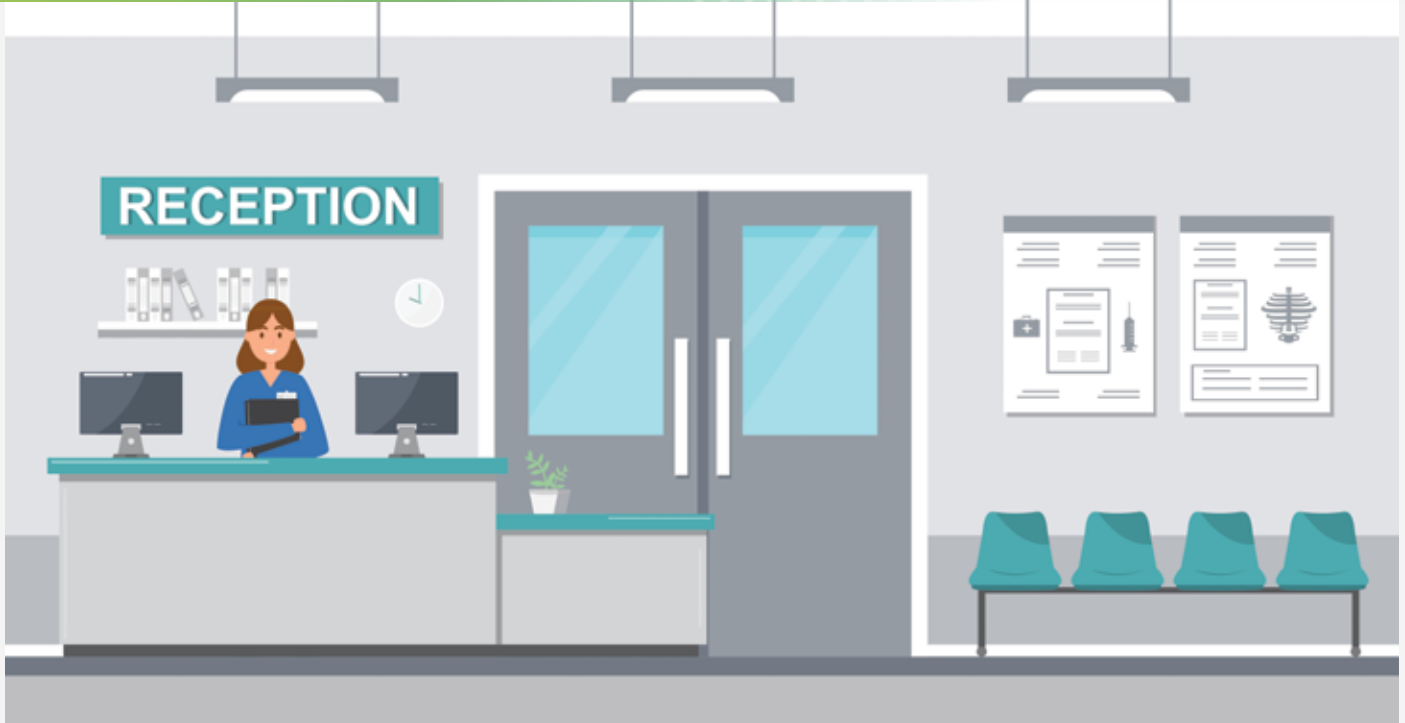
What is Care Opinion?

CARE OPINION is independent site where anyone can share their stories (both good and bad) about their experience of care.

- Care Opinion covers health and aged care, and community services in Australia.
- Care Opinion is a place where you can:
 - Share your stories about care and support services you have used.
 - See what others are saying about services.
 - See how services respond and whether they make an improvement.

Why share your experience on Care Opinion?

- It gives you a *public voice to share your experience of services.*
- Ensure that *the right people will hear your story.*
- Sharing your stories *can help make services better.*
- It is *safe, confidential and independent of services and authorities.*



Direct feedback to hospitals and services

You can also provide feedback via patient or consumer contact points located at every health service/ hospital.

- A patient or consumer contact person is usually known as a liaison officer. There may have different names for these roles in different hospitals.
- To find out who the various people are that can help you to provide feedback, click [HERE](#) . The list will give you specific contacts at all major WA hospitals and health services.

For further reference – please visit:

<https://www.careopinion.org.au/info/about>

https://www.healthywa.wa.gov.au/Articles/U_Z/WA-Health-patient-consumer-liaison-contacts

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Disclaimer

The information in this resource is general in nature and does not constitute advice. Down Syndrome Western Australia will not be held responsible for any decisions made as a result of using this information. The contents of the resource do not constitute medical and legal advice and should not be relied on as such.

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