

Help us help you quickly!

If you are an INPATIENT

- Discuss any concerns with the Nurse Unit Manager who is the senior nurse or midwife in charge of the ward.

If you are not an INPATIENT

- Discuss any concerns with the person who is providing you with care or treatment i.e. your nurse, midwife, social worker, mental health key worker, doctor, psychologist or community services worker.

This helps resolve issues quickly.

You are still welcome to contact the Consumer Advisory Service if you are not happy with the way your feedback has been managed or resolved.

LOST PROPERTY: Please alert the manager, clinical services coordinator, senior community worker or security, as soon as possible, if you misplace property. The Consumer Advisory Service cannot assist you with locating items or reimbursing you.

Response timeframes:

The Southern Adelaide Local Health Network (SALHN) Consumer Advisory Service staff will contact you with a response to any concerns as soon as possible, noting that some issues may take up to 35 working days.

If you are not satisfied with our response you may contact us again or contact the Health & Community Services Complaints Commissioner (HCSCC), P.O. Box 199, Rundle Mall, Adelaide SA 5000.

Complaints regarding care provided to another person (relative or friend)

We cannot give you any information about the treatment or care provided to someone, without their consent.

In this case, please complete a **Patient Authority Form** or contact the Consumer Advisory Service for advice.

A Consumer Adviser can meet with you Monday to Friday between 9am and 4pm and provide an interpreter if English is not your first language.

For more information

SALHN Consumer Advisory Service
2nd Floor, near Cashier
Flinders Medical Centre
Flinders Drive, Bedford Park SA 5042
Telephone: 8204 5433
Email: HealthSALHNConsumerAdvisory@sa.gov.au



<https://creativecommons.org>

Consumer/Patient

Feedback Form

Flinders Medical Centre

Noarlunga Hospital

Repat Health Precinct

Mental Health Services

Intermediate Care Services &
Aboriginal Health

Details of your feedback:

- Complaint
- Compliment
- Suggestion

Is the patient (i.e. the person who has received care or treatment) an:

- Inpatient
- Outpatient
- Community patient
- Other

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Location of care:

- Flinders Medical Centre
- Repat Health Precinct
- Noarlunga Hospital
- Mental Health Services
- Intermediate Care (i.e. Aboriginal Health, GP Plus etc.)

Your Name:

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Telephone No:

Address:

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Email:

IF YOU ARE NOT THE PATIENT:

Have you attached a consent form: Yes No

Patient Name:

Patient Date of Birth:

Patient Address:

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Is the patient an Aboriginal or Torres Strait Islander person? Yes No

Is the patient a Department of Veteran Affairs' card holder? Yes No

What would you like to tell us?

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..... add extra pages if required.

What would you like to happen?

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Would you like a response to your feedback? Yes No

Your signature:

Date: