

# STAFF INFORMATION ON COMPLIMENTS, SUGGESTIONS AND ADVICE

SA Health is committed to engaging and partnering with consumers, carers and the community and values the positive contributions they make, through feedback and complaints, in improving health care service quality, equity and management.

Compliments, suggestions and advice are key components of consumer feedback. SA Health will ensure that consumers, carers and the community are aware of their right to provide feedback which includes the right to give advice and ideas, make suggestions, give compliments and make complaints, and the process for doing so.

Consumer, carer and community suggestions, ideas and compliments provide an opportunity for celebration and shared learning to ensure good practice influences systemic improvement and best practice.

## WHAT IS A COMPLIMENT?

A polite expression of praise or admiration of individual, treatment or care provided at the health service and / or service provider.

*“Family of patient expressed thanks to staff for exceptional care of patient. Family felt heard and that the staff went above and beyond in offering treatment options. Family expressed they appreciate everything staff have done.”*

**Action:** Feedback is to be shared with staff and the health unit identified in the compliment.

Formal\* compliments are to be entered on the Consumer Feedback module Safety Learning System (SLS).

A formal compliment, offers substantive information on the care provided or the health service and why the provision of care is being complimented. The compliment should be in writing and clearly identify the consumer and service provider. Thank you cards may be entered onto SLS if the card contains in-depth information on care as described above.

Consideration should be given to entering substantive reports of compliments onto SLS that have been documented by staff on behalf of vulnerable consumers who do not have capacity to express appreciation in writing.

## WHAT IS A SUGGESTION?

An idea or plan put forward for consideration.

*“Relative visiting patient at hospital suggested a private area be explored or a sheltered seating area outside the ward, so that relatives and patients could have private discussions”*

Noted and action for consideration by health service: A temporary area was identified by the ward and the ward committed to exploring a more permanent place and forwarding plans for this to Corporate Services and/or Executive via a business case.

## WHAT IS REQUEST FOR ADVICE?

Guidance or recommendations offered with regard to future action.

*“Patient seeking advice about transport and accommodation assistance that she may be able to apply for when travelling from rural area to receive treatment”*

**Action:** Information provided to patient in relation to PATS Scheme to see if eligible for assistance.

## TYPES OF COMPLIMENTS, SUGGESTION AND ADVICE

Compliments, suggestion and advice can be grouped into three (3) categories:

<b>Point of service compliments</b>	<p>Compliments can be provided at point of service, such as verbal “thank you”, or “letter / card” of gratitude to the individual staff, ward / unit / health service.</p> <p>An acknowledgement from staff receiving the compliment to thank the consumer / family member who took the time to provide feedback.</p> <p>Complimentary feedback should be considered to be entered on SLS.</p>
<b>Suggestions / ideas for consideration</b>	<p>Suggestions may relate to service delivery or building upgrade or improvements. All suggestions should be noted at the time, and considered for action and/or follow up and a response to the consumer.</p>
<b>Advice</b>	<p>Information to be provided directly at time of request, where possible.</p> <p>If staff need to explore requests this should be actioned promptly and a response provided back to the consumer as soon as possible reflective of the urgency of the information.</p>

## POINT OF SERVICE

- > All consumer feedback should be dealt with directly and quickly at the point where the feedback arises and appropriately acknowledged..
- > Staff should assess whether they can deal with the feedback themselves, as it may be straightforward or engage with their line manager or Consumer Advisory Service, for assistance and/or for a more formal response.

## ACTIVE LISTENING

- > listen to the feedback and provide your full attention
- > do not interrupt unnecessarily
- > establish eye contact and using positive body language.

## ASK

- > can you tell me what happened?
- > what would you like to see happen?
- > what would you like as a result of your feedback?

# SAFETY LEARNING SYSTEM CONSUMER FEEDBACK MODULE

The SA Health Consumer, Carer and Community Feedback and Complaints Management Strategic Framework and Guide states:

- > All feedback including complaints, compliments, suggestions and advice should be recorded in the Safety Learning System (SLS) Consumer Feedback module
- > Finding SLS on your computer – click Start > All Programs > Corporate programs > SAH Applications > Safety Learning System

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## Further information

Safety and Quality Unit

Telephone: 8226 2567

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