



# Providing feedback – *your voice does make a difference!*

## We want to hear from you!

The NALHN (Northern Adelaide Local Health Network) team is committed to working with consumers and carers to provide safe, high-quality services.

Feedback from consumer and carer experiences provides valuable information about what we are doing well, and where we can do things better. So please let us know what you think, because we really do value your opinion.

## Your rights and responsibilities

### You can expect NALHN staff to:

- > introduce themselves and advise you of their role in your care
- > treat you with dignity and respect
- > respond to any concerns or queries
- > involve you and/or your family member/carer in your care planning
- > inform you when they liaise with other health workers to provide continuity of care
- > provide you with appropriate access to interpreters
- > discuss the available treatment options with you
- > keep your personal information confidential and respect your privacy
- > support and help you to manage your own health and well-being.

### You can help us to provide the best possible care by:

- > providing us with your medical details (including any problems you may have had before, in particular any allergies or medications you are taking)
- > asking for more information if you don't understand something we have explained

- > following with any treatment and medication instructions that you have agreed to and reporting any change in your condition
- > asking for a suitable interpreter so you have a full and clear explanation of your treatment
- > treating all staff, consumers and visitors with respect
- > let staff know when you leave the ward or clinic area to assist in coordinating your care

## Providing feedback

If you are unhappy with the care you are receiving, you have the right to provide feedback and feel confident to do so.

## Help us to help you quickly

If we know about your concerns early, experience tells us that we can most likely address the problem quickly and to everyone's satisfaction.

If you feel that something is not right, please let our staff know in the first instance. You can do this by asking to speak to a senior staff member directly, or by arranging for a family member or friend to voice your concerns.

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 your concerns with the person who is providing your care or treatment, such as your nurse, midwife, social worker, mental health key worker, doctor, psychologist or community services worker.

You may prefer to have the assistance of a relative, carer, friend or advocate. We will ask for your **consent** before providing any information to another person about your care or treatment.

## What if I do not feel that my complaint has been resolved?

If you feel that your complaint has not been resolved at the point of your care, you can contact our Consumer Engagement Consultants who are senior members of our NALHN team trained to help you with any concerns. Your comments and feedback will be treated sensitively and confidentially, and you can wish to remain anonymous.

How to contact the Consumer Engagement Consultants:

- > You can write to us
- > You can phone during office hours 1300 013 988
- > Or you can email:

**NALHNCAS@sa.gov.au**

## How will my complaint be handled?

All complaints will be investigated. Any information you provide will be handled with sensitivity and confidentiality, and you will receive as much information as possible to help resolve your complaint.

Where complaints are complex and may take time, you will be kept informed of progress.

If you are not satisfied with NALHN's response to your complaint, you can contact the Health and Community Services Complaints Commissioner (available Monday to Friday 9am – 5pm) on 8226 8666, 1800 232 007 (free for country callers) or fill out the complaint form online at [www.hcsc.sa.gov.au](http://www.hcsc.sa.gov.au).