

# Your feedback is important

We encourage patients, consumers, families, carers and the community to provide us with feedback.

We want to hear what is good, what is bad and what we can do to make the health care services better.

Consumer feedback and raising concerns provide an opportunity to observe the quality of health care from the perspective of all patients and consumers. It also assists in directing improvement in the quality of health services.

In the first instance, please talk to a staff member at the point of care.

If you feel your feedback or concern has not been resolved, a list of health site contacts and telephone numbers is provided on the next page.

## Step 1

### Talk to a staff member

If you would like to provide feedback or raise a concern, please talk to a staff member looking after you or your loved one.

## Step 2

### Contact the Consumer or Patient Adviser

If you feel that your feedback or concern has not been resolved, you can contact the Consumer or Patient Adviser at the health care service.

(See next page)

## Step 3

### Seek an independent opinion

If you are not happy with the health care service response to your feedback or concerns, you can contact the Health and Community Services Complaints Commissioner on (08) 8226 8666 or 1800 232 007 (Toll free Country SA landline).

# Consumer, Carer, Community Feedback contacts for health sites

## Central Adelaide Local Health Network (CALHN)

Royal Adelaide Hospital • Hampstead Rehabilitation Centre • The Queen Elizabeth Hospital  
• CALHN Mental Health Directorate • St Margaret's Rehabilitation Centre

Telephone: 7074 1377                      Email: [rah.consumeradviser@sa.gov.au](mailto:rah.consumeradviser@sa.gov.au)

## BreastScreen SA Coordination Unit

Telephone: 8274 7100                      Email: [HealthBSSAEnquiries@sa.gov.au](mailto:HealthBSSAEnquiries@sa.gov.au)

## **Deaf, hearing impaired or speech impaired**

TTY users: 133 677 then ask for 13 20 50

Speak and Listen users: 1300 555 727 then ask for 13 20 50

## SA Dental Service (SADS)

Telephone: 7117 0052                      Email: [HealthSADSPublic@sa.gov.au](mailto:HealthSADSPublic@sa.gov.au)

## SA Pathology

Telephone: 0435 161 302                      Email: [Health.SAPathConsumerfeedback@sa.gov.au](mailto:Health.SAPathConsumerfeedback@sa.gov.au)

## Northern Adelaide Local Health Network (NALHN)

Lyell McEwin Hospital • Modbury Hospital • Aboriginal Health Services • GP Plus  
• Northern Mental Health Services

Telephone: 1300 013 988                      Email: [NALHNCAS@sa.gov.au](mailto:NALHNCAS@sa.gov.au)

## Southern Adelaide Local Health Network (SALHN)

Flinders Medical Centre • Noarlunga Hospital • Repat Health Precinct  
• Mental Health Services • Intermediate Care Services & Aboriginal Health

Telephone: 8204 5433                      Email: [HealthSALHConsumerAdvisory@sa.gov.au](mailto:HealthSALHConsumerAdvisory@sa.gov.au)

## Women's and Children's Health Network (WCHN)

Women's and Children's Hospital • Child and Family Health Service (CaFHS) • Child and Adolescent Mental Health (CAMHS) • Youth Women's Safety and Wellbeing Services

Telephone: 8161 6710                      Email: [HealthWCHNConsumerFeedback@sa.gov.au](mailto:HealthWCHNConsumerFeedback@sa.gov.au)

## Drug and Alcohol Service (DASSA)

Telephone: 0466 480 811                      Email: [HealthDASSAGeneral@sa.gov.au](mailto:HealthDASSAGeneral@sa.gov.au)

## SA Ambulance Service (SAAS)

Telephone: 1300 136 272                      Email: [healthsaascustomerfeedback@sa.gov.au](mailto:healthsaascustomerfeedback@sa.gov.au)

# Regional Local Health Networks

## Barossa Hills Fleurieu Local Health Network

Angaston District Hospital • Country Health Connect • Eudunda Hospital • Gawler Health Service • Gumeracha District Soldiers Memorial Hospital • Kangaroo Island Health Service • Kapunda Hospital • Mental Health Services • Mount Barker District Soldiers Memorial Hospital • Mount Pleasant Hospital • South Coast District Hospital • Strathalbyn and District Health Service • Tanunda War Memorial Hospital

Telephone: To be advised      Email: To be advised

## Eyre and Far North Local Health Network

Amata Family Wellbeing Centre • Ceduna Hospital and Health Service • Cleve Hospital and Crestview Hostel • Coober Pedy Hospital • Country Health Connect • Cowell Hospital and Franklin Harbour Village Hostel • Cummins and District Memorial Hospital and Miroma Place Hostel • Elliston Hospital and Pines Hostel • Kimba Hospital and Pioneer Village Hostel • Lock Health Centre • Mental Health Services • Mid Eyre Medical Practice Kimba • Oodnadatta Health Service • Port Lincoln Hospital and Health Service • Streaky Bay Hospital and Elmhaven Hostel • Tumbly Bay Hospital and Uringa Hostel • Wudinna Hospital and Trudinger Residence

Telephone: 0435 569 967      Email: [margo.macgregor@sa.gov.au](mailto:margo.macgregor@sa.gov.au)

## Flinders and Upper North Local Health Network

Country Health Connect • Hawker Memorial Hospital • Leigh Creek Health Services • Port Augusta Hospital and Regional Health Service • Quorn Health Service • Mental Health Services • Roxby Downs Health Service • Whyalla Hospital and Health Service

Telephone: 8668 7501      Email: [Health.FUNOCEOCorrespondence@sa.gov.au](mailto:Health.FUNOCEOCorrespondence@sa.gov.au)

## Limestone Coast Local Health Network

Mount Gambier and District Health Service • Bordertown Memorial Hospital and Residential Aged Care • Country Health Connect: Mount Gambier, Millicent, Naracoorte, Lucindale, Keith and Bordertown • Kingston Multi-Purpose Service • Millicent and Districts Hospital and Health Service and Residential Aged Care • Naracoorte Health Service and Residential Aged Care • Penola Multi-Purpose Service

Telephone: 8721 1200      Email: [Health.LimestoneCoast@sa.gov.au](mailto:Health.LimestoneCoast@sa.gov.au)

## Riverland Mallee Coorong Local Health Network

Barmera Health Service • Country Health Connect • Karoonda and Districts Soldiers Memorial Hospital • Lameroo District Health Service • Loxton Hospital Complex • Mannum District Hospital • Meningie and Districts Hospital and Health Services • Murray Bridge Soldiers Memorial Hospital • Pinnaroo Soldiers Memorial Hospital • Renmark Paringa District Hospital • Riverland General Hospital (located in Berri) • Tailem Bend District Hospital • Waikerie Health Service

Telephone: 8580 8400      Email: [Health.RMCCconsumers@sa.gov.au](mailto:Health.RMCCconsumers@sa.gov.au)

## Yorke and Northern Local Health Network

Balaklava Soldiers Memorial Hospital • Booleroo Centre and Districts Hospital and Health Services • Booleroo Medical Centre • Burra Hospital • Central Yorke Peninsula (Maitland) Hospital • Clare Hospital • Crystal Brook and District Hospital • Gladstone Health Centre • Jamestown Hospital and Health Service • Laura District Hospital • Melaleuca Court Nursing Home (Minalton) • Northern Yorke Peninsula (Wallaroo) Health Service • Orroroo and District Health Service • Peterborough Soldiers Memorial Hospital • Port Broughton and District Hospital and Health Service • Port Pirie Regional Health Service • Riverton District Soldiers Memorial Hospital • Snowtown Hospital • Southern Yorke Peninsula (Yorketown) Health Services • Yorke and Northern Country Health Connect • Yorke and Northern Mental Health Services

Telephone: 0435 963 967 Email: [Health.YNLHNConsumerFeedback@sa.gov.au](mailto:Health.YNLHNConsumerFeedback@sa.gov.au)

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## For more information

### Safety and Quality

Telephone: 08 8226 2567

[www.sahealth.sa.gov.au/safetyandquality](http://www.sahealth.sa.gov.au/safetyandquality)

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