

# 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).

# Contacts for health sites



## Central Adelaide Local Health Network (CALHN)

CALHN Mental Health, The Queen Elizabeth Hospital and St Margaret's Rehabilitation Hospital, Royal Adelaide Hospital, Hampstead Rehabilitation Service and Glenside Hospital

T: (08) 7074 1377 E: rah.consumeradviser@sa.gov.au

## BreastScreen SA State Coordination Unit

T: (08) 8274 7100 E: bssaenquiries@health.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)

T: (08) 7117 0052 E: SADSPublic@health.sa.gov.au

## SA Pathology

E: Health.SAPathConsumerfeedback@sa.gov.au

## Northern Adelaide Local Health Network (NALHN)

including Lyell McEwin Hospital, Modbury Hospital, NALHN Mental Health

T: 1300 013 988 E: NALHNCAS@sa.gov.au

## Southern Adelaide Local Health Network (SALHN)

including Flinders Medical Centre, Noarlunga Hospital, Mental Health Services (SALHN) and Intermediate Care Services

T: (08) 8204 5433 E: HealthSALHNConsumerAdvisory@sa.gov.au

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

including 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

T: (08) 8161 6710 E: HealthWCHNConsumerFeedback@sa.gov.au

## Regional Local Health Networks

T: 1800 931 034 E: Health.RuralSupportService@sa.gov.au

## Drug and Alcohol Services SA (DASSA)

T: 0466 480 811 E: HealthDASSAGeneral@sa.gov.au

## SA Ambulance Service (SAAS)

T: 1300 136 272 E: healthsaascustomerfeedback@sa.gov.au

## Further information:

SA Health

Safety and Quality Unit

T: (08) 8226 2567



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