

Patient feedback

Patient experience is an outcome of healthcare. Research indicates that good patient experiences are positively related to other aspects of healthcare. Collecting feedback about patient experiences needs to be rigorous, so that actions based on patient feedback can lead to meaningful quality improvement.

RACGP 4th Edition Standards

2.1.2 *Our practice seeks and responds to patients' feedback on their experience of our practice to support our quality improvement activities.*

Assessment methods

- Interview with GPs, clinical and administrative staff

Surveyors will interview GPs, clinical staff and administrative staff. All staff should be able to describe the practice's process for seeking and responding to feedback from patients and other people. This should include general feedback, how the complaints handling system works and who is responsible for managing this, and undertaking formal feedback processes once every three years. In addition, staff should be able to demonstrate improvements the practice has made in response to patient feedback, and be familiar with the relevant state/territory health complaints agency, as advised on the practice's printed information sheet, and the process to refer patients to this agency if required. Please see page two of this fact sheet for current health complaints contacts.

- Documentation review

Once every three years, practices must actively seek patient feedback using an RACGP approved patient feedback tool. GPA will expect to see a copy of your patient feedback survey report, from one of the RACGP approved organisations (see below), or a copy of a self-developed practice survey and analysis report, along with a letter from the RACGP confirming the self-developed practice tool was approved for use. This criterion does cross reference with 1.2.1 Practice information, as outlined below, and a copy of the practice information sheet must be available for review.

Meeting the Standards

It is essential that GPs and all practice staff are familiar with the process for seeking and responding to feedback, as well as the practice's complaints resolution process. Staff should be aware of who, at the practice, is responsible for managing feedback and complaints. It is essential that the practice's printed information sheet advises patients how to provide feedback or complaints and provides the contact details of the state or territory health complaints agency. Each accreditation round, practices must actively seek patient feedback by using a validated questionnaire that has been approved by the RACGP, or developing

and using their own individual practice specific method which has been approved by the RACGP. Practices are encouraged to review the RACGP *Patient feedback guide: learning from our patients* for more information:

http://www.racgp.org.au/download/Documents/Standards/standards4_patientfeedbackguide.pdf

RACGP approved tools

Please visit the RACGP website for a current list of approved and validated patient feedback questionnaires:

<http://www.racgp.org.au/your-practice/standards/resources/patient-feedback/validated-questionnaire/>

Best practice

Ideally, the practice's policies and procedures manual will describe the process for seeking and responding to feedback, including the methods used to seek ongoing feedback, and the practice's complaints handling system. The staff member assigned responsibility for managing feedback and complaints should have this responsibility outlined in his or her position description, and the process for managing feedback and complaints should be a part of the practice's induction and orientation programs.

Health complaints contacts

- **Australian Capital Territory**

Health Services Commissioner
ACT Human Rights Commission
GPO Box 158, Canberra ACT 2601
Phone: 02 6205 2222
Email: human.rights@act.gov.au
Web: www.hrc.act.gov.au

- **New South Wales**

Health Care Complaints Commission
Locked Mail Bag 18, Strawberry Hills NSW 2012
Phone: 02 9219 7444
Fax: 02 9281 4585
Email: hccc@hccc.nsw.gov.au
Web: www.hccc.nsw.gov.au

- **Northern Territory**

Health and Community Services
Complaints Commission
GPO Box 4409, Darwin NT 0801
Phone: 08 8999 1969
Email: hcsc@nt.gov.au
Web: www.hcsc.nt.gov.au

- **Queensland**

Health Quality and Complaints Commission
GPO Box 3089, Brisbane QLD 4001
Phone: 07 3120 5999
Fax: 07 3120 5998
Email: info@hqcc.qld.gov.au
Web: www.hqcc.qld.gov.au

- **South Australia**

Health and Community Services
Complaints Commissioner (HCSCC)
PO Box 199, Rundle Mall SA 5000
Phone: 08 8226 8666
Fax: 08 8226 8620
Email: info@hcsccl.sa.gov.au
Web: www.hcsccl.sa.gov.au

- **Victoria**

Office of the Health Services
Commissioner
26th Floor, 570 Bourke Street,
Melbourne VIC 3000
Phone: 1300 582 113
Fax: 03 9032 3111
Email: hsc@health.vic.gov.au
Web: www.health.vic.gov.au

- **Tasmania**

Health Complaints Commissioner Tasmania
GPO Box 960, Hobart TAS 7001
Phone: 1800 001 170
Email: health.complaints@ombudsman.tas.gov.au
Web: www.healthcomplaints.tas.gov.au