



You said we did

It is our mission to place children and families at the centre of everything we do. Patient experience is a priority and your feedback assists us to achieve a quality care¹ environment. Patient and family surveys have been introduced at Princess Margaret Hospital to help us understand what we do well and how we can improve.



You told us our strengths:

- Friendliness of our doctors and nurses
- Helpfulness of our admissions staff
- Skills of our nurses

You told us how we can improve the experience:

You said

We did

Keep families informed of who to contact with concerns or complaints

→ Information renewed in all clinical areas

Improve communication between the family and medical teams

→ Communication whiteboards being trialled on two inpatient wards

Develop a tool to better understand the individual needs of patients and families

→ A research based patient passport is being developed

Have age appropriate activities in the day surgery waiting area

→ Toys have been purchased and volunteers are available to help with interactive play

Ensure families leave the hospital with a discharge summary

→ We are working with consumers to make sure the information at discharge is tailored to your needs

Provide families with information about how the Emergency Department runs including the triage process

→ Pamphlets available at triage as well as throughout the department

What's next

Surveys are collected continuously so families can provide feedback on an ongoing basis.

If families would like to be involved in helping us to use feedback from these surveys, email PMH.Voiceoffamily@health.wa.gov.au



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