



Government of Western Australia
South Metropolitan Health Service



Customer Feedback Form

Fiona Stanley Hospital (FSH)

Suggestions

Compliments

Complaints

What do we do well?

What could we do better?

We value your
feedback.



Optional: Help us to improve by rating the following at FSH

(Please mark the box next to your chosen response).

- 1 The level of ease in finding your way around the hospital.
 excellent good average poor very poor

- 2 The waiting time for your treatment or appointment.
 excellent good average poor very poor

- 3 The way you were included in making decisions about your treatment.
 excellent good average poor very poor

- 4 The care or treatment you received from the hospital staff.
 excellent good average poor very poor

- 5 The way hospital staff communicated with you.
 excellent good average poor very poor

- 6 The information you were given at the hospital about fees or payment.
 excellent good average poor very poor

- 7 The level of respect you received from hospital staff.
 excellent good average poor very poor

- 8 The way any concerns or complaints you may have had were managed.
 excellent good average poor very poor

- 9 If you are a carer, the way staff assisted you in that role.
 excellent good average poor very poor

Please return this form by:

- Placing it in one of the FSH suggestion boxes – please note these boxes are not emptied daily
- Dropping it in at the Patient and Family Liaison Service (main hospital entrance, next to the reception desk)
- Posting to:
Patient and Family Liaison Service, Fiona Stanley Hospital, Locked Bag 100 Palmyra DC, WA, 6961

You can contact the Patient and Family Liaison Service by:

- phone: (08) 6152 4013
- fax: (08) 6152 9779
- email: fshpatientfamilyliaison@health.wa.gov.au
- visiting between 8.30am and 4.30pm.

.....

Optional: You can remain anonymous if you wish.

Name _____

Address _____

Phone _____

This document is available in alternative formats upon request.

Fiona Stanley Hospital

11 Robin Warren Drive, Murdoch WA 6150

www.fsh.health.wa.gov.au

Helpdesk (08) 6152 2222

Compiled: August 2014

Approved: Fiona Stanley Hospital Patient and Family Liaison Service

Reviewed: Fiona Stanley Hospital Consumer and Community Advisory Council, Sept 2014
FSH A 0000005

© State of Western Australia, South Metropolitan Health Service 2016

