



# Patient and Family Liaison

Supporting patients and families to provide feedback

## Sharing your feedback

Patient and Family Liaison is here to listen and help. We can:

- help you to share your feedback
- provide support, advocacy and information
- explain patient rights and responsibilities.

**All feedback is welcome.**

You can provide feedback by phone, email, in person, in writing, or on the hospital website.

### How?

Talk it through. Share your feedback with staff involved.

Call or visit Patient and Family Liaison, or ask a staff member to call for you.

Complete a feedback form. All staff can assist you with this.

## WA Public Patients' Hospital Charter

All patients in WA public hospitals have fundamental rights, including:

- free public hospital services
- treatment in order of need
- access to an interpreter
- to be treated with respect, dignity and confidentiality
- to be accompanied by a family member, friend or carer where appropriate
- to receive safe, high quality health care
- clear explanations of treatment, risks and consent
- to seek a second opinion
- advice on care after leaving hospital
- access to medical records
- to compliment, comment or complaint about health care received.

The **Public Patients' Hospital Charter** is available throughout Fiona Stanley and Fremantle Hospitals.

For the complete version visit [healthy.wa.gov.au](http://healthy.wa.gov.au) and search 'public patient charter'.



## Concerns, comments and suggestions

Please let us know what is working well and what can be improved.

### Compliments

If you would like to pass on your thanks to the staff who cared for you, please let us know.

### Complaints

If you are unhappy with the care and treatment you received and wish to make a formal complaint, please let us know.

- We will contact you to let you know we have received your complaint.
- Formal complaints will be reviewed within 30 working days in accordance with the WA Health Complaints Management Policy. If there are delays, we will let you know.
- You will be given the name and contact details of a person to speak to during the process.
- You will be informed of the outcome, usually in writing. You can then respond or ask for further information if you wish.
- Your complaint is confidential and will not be included in your medical record.
- Making a complaint will not impact on any future care or treatment.

## Help us improve our service

**We value your feedback.**

**What do we do well?**

**What could we do better?**

If you require external advocacy and support with the feedback process, contact the **Health Consumers' Council:**

- phone: 9221 3422
- freecall: 1800 620 780 (country only)
- email: [info@hconc.org.au](mailto:info@hconc.org.au)
- [www.hconc.org.au](http://www.hconc.org.au)

If you are not satisfied with the response to a complaint, you may seek an independent review from the **Health and Disability Services Complaints Office (HaDSCO):**

- phone: 6551 7600
- freecall: 1800 813 583 (country only)
- email: [mail@hadsco.wa.gov.au](mailto:mail@hadsco.wa.gov.au)
- [www.hadsco.wa.gov.au](http://www.hadsco.wa.gov.au)

## Contact

### Fiona Stanley Hospital

- phone: **6152 4013**
- email: **[FSHFeedback@health.wa.gov.au](mailto:FSHFeedback@health.wa.gov.au)**
- visit between 8.30am and 4.30pm, Monday to Friday (main hospital entrance, next to the reception desk).
- postal address: Locked Bag 100, Palmyra DC WA 6961
- **[www.fsh.health.wa.gov.au](http://www.fsh.health.wa.gov.au)**

### Fremantle Hospital

- phone: **9431 2787**
- email: **[FHFeedback@health.wa.gov.au](mailto:FHFeedback@health.wa.gov.au)**
- visit between 8.30am and 4.30pm, Monday to Friday (B Block, Level 5, corridor opposite main lift).
- postal address: PO Box 480, Fremantle WA 6959
- **[www.fh.health.wa.gov.au](http://www.fh.health.wa.gov.au)**



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