

## Your say

*Consumer feedback is invaluable in helping us continually improve our service for patients and families*

Children's Health Queensland strives to provide outstanding patient and family-centred care at every level of the organisation through welcoming and encouraging feedback from children and their families. CHQ is committed to maintaining an effective and fair complaints system and supports a culture of openness and willingness to learn from incidents, complaints, and suggestions with the aim of enhancing the safety and quality of care provided. During 2013–14 CHQ received 208 compliments and 184 complaints compared to 224 complaints the previous year.

Access, communication, and environment and facility management were the main themes of the complaints received. A redesign project focusing on improving access through enhanced patient flow in the outpatients department has commenced. This work will enhance access at RCH but will also inform processes and patient flow planning for LCCH. Further improvements in access and environment are anticipated at LCCH, where there will be improved facilities and increased capacity to support and accommodate patients and their families.

A key strategy aimed at improving communication across the organisation has been the introduction of a Patient Experience Improvement Officer position. The focus of this role is to work directly with staff, children, families and CHQ's Family Advisory Council to develop strategies to improve the overall healthcare experience for children and their families through advocacy, collaboration and partnerships between children, families and staff.

Examples of mechanisms to capture feedback from children and families include *Tell us how we're doing forms*, parent surveys, focus groups, feedback gained through portable electronic devices known as 'patient experience trackers' and discovery interviews where families are invited to share personal stories.

This feedback is used in staff education programs and fed back to individual departments to improve care and inform organisational service planning and delivery.

*My experience at the Keperra Infant Feeding Program was very positive and the child health nurse, was extremely professional, caring and supportive. She created a very safe and encouraging environment. Her advice was extremely helpful and completely changed my time as a new mum. Thank you to the whole team at Keperra. As a new mum, the adjustment to life with a baby has been huge and I am very grateful for these services. I don't think I would be in the positive place I am now if it weren't for their guidance and encouragement.*

*- Amy, mother of Rachel*

*Extremely kind, welcoming, courteous and respectful. To a parent that is worried about their child this is wonderful. Thank you!*

*- Mary-Lou, mother of Charles*

### How to provide feedback?

We encourage patients and families to talk to the staff in the area at the time of their complaint or compliment to allow staff an immediate opportunity to address any issues. Patients and families may also discuss concerns with a social worker or the Patient Experience Improvement Officer.

*Tell us how we're doing forms* are available online at [www.health.qld.gov.au/rch/families/have-yr-say.asp](http://www.health.qld.gov.au/rch/families/have-yr-say.asp)

Patients and families are also welcome to speak with the Patient Experience Improvement Officer on 07 3636 5071 or [CHQ\\_patientexperience@health.qld.gov.au](mailto:CHQ_patientexperience@health.qld.gov.au)

*I LOVE THE COLOURFUL SCRUBS AND THE WONDERFUL CUSTOMER SERVICE. STAFF WERE FRIENDLY AND VERY HELPFUL! THANK YOU VERY MUCH.*

*- TRISTAN, FATHER OF INDIANA, 22MTHS*



23/6/14

I feel lucky to have everybody involved in our life at Future Families. They pulled us out of a scary isolated place. She [Meg] is trained and has experience, but it wasn't just that which helped us. It was who she was and how she went about things. I never felt judged and that allowed a lot of opening up and that allowed a lot of growth (slow at times) but strong growth. I'm not sure where we would be as a family without Meg's ways. Everybody helped. Rose, Karen, Dev, Elizabeth. We were never judged and because of the commitment and consistency from everyone we could trust what we came to understand about ourselves and parenting. I will always be grateful. I will always use the circle of security as we continue on our path, always. I am grateful - I have many "if only Meg could see me now" moments. Thank You Meg. Thank you everybody at Future Families. :-)

- Anonymous

To all the wonderful staff at the Royal Children's Hospital Brisbane I did a picture for you all to say thank you to all the amazing staff that watched over my family in our time of need.

I know the hands look a little strange but they are done like that to represent the many hands that helped my daughter, Destiny, get better. :) You all do such an amazing job. Again, thank you all.

- Crystal, mother of Destiny.

I would like to thank everyone involved in Nikki's operation - the admin, 23 hour ward and theatre staff. Thank you for making me feel at ease as it is never easy to have your loved one in hospital. A big thank you to the doctor who took the time to phone me and confirm all I do for Nikki is good as she has gained weight and muscle tone. Thank you to doctors and nurses for allowing me to go with Nikki as she went to sleep. It made me feel better knowing I comforted her.

- Glenda, mother of Nikki, I

From the moment we walked in to the Emergency Department, your team was absolutely fantastic. They took really good care of Leonie, making sure she was safe and comfortable at all times. Doctors were amazing in taking their time with Leonie and thoroughly explaining everything that was happening. A really big thank you!

- Astrid and Michael, parents of Leonie

**PERFORMANCE STATEMENT 2013–14**

Performance measure	2013–14 target/estimate	2013–14 estimated actual	2013–14 actual
Percentage of patients attending emergency departments seen within recommended timeframes:			
- Category 1 (within 2 minutes)	100%	100%	100%
- Category 2 (within 10 minutes)	80%	96%	97%
- Category 3 (within 30 minutes)	75%	87%	86%
- Category 4 (within 60 minutes)	70%	92%	92%
- Category 5 (within 120 minutes)	70%	99%	99%
Percentage of emergency department attendances who depart within four hours of their arrival in the department	80%	88%	87%
Median wait time for treatment in emergency department (minutes)	20	12	12
Median wait time for elective surgery (days)—all categories	25	37	40
Percentage of elective surgery patients treated within clinically recommended times:			
- Category 1 (30 days)	100%	99.0%	99.6%
- Category 2 (90 days)	91%	99%	96%
- Category 3 (365 days)	96%	100%	95%
<b>Other measures</b>			
Total weighted activity units (Phase 16):			
- Acute inpatients	20,696	N/A	21,886
- Outpatients	6,330	N/A	6,151
- Sub acute	867	N/A	754
- Emergency department	3,256	N/A	2,935
- Mental health	820	N/A	1,078
- Interventions and procedures	1,878	N/A	2,294
Total weighted activity units (Revised Phase 17):			
- Acute inpatients	22,672	24,617	23,112
- Outpatients	7,889	7,604	7,525
- Sub acute	800	827	713
- Emergency department	3,603	3,197	3,261
- Mental health	1,098	1,124	1,022
- Interventions and procedures	1,732	2,097	1,693
Rate of community follow-up within 1-7 days following discharge from an acute mental health inpatient unit	>60%	44.60%	44.60%
Proportion of readmissions to an acute mental health inpatient unit within 28 days of discharge	<12%	5.40%	5.40%
Number of ambulatory service contacts (mental health)	42,535–51,042	22,964	22,964