

# Consumer Feedback

As a patient, family member or visitor of Metro North Health, you may see things we are doing well, or things that we could do better. We value and welcome your feedback as it helps us improve.

## Types of feedback

### Suggestions for improvement

We want to hear your ideas about what we can do better. All feedback is shared with the right people who can make improvements, where possible.

### Compliments

If you had a great experience, please tell us. Your compliments are always shared, and staff enjoy hearing positive feedback.

### Complaints and concerns

All patients, family members and visitors have the right to make a complaint about any experience, person, or process that did not meet your expectations.

You can talk to your care team or their manager first. If you are not happy with their response, or if you do not feel comfortable talking with your care team, you can make a formal complaint.

All complaints are taken seriously and used to improve, where possible. If you give us your phone number or email, we will contact you to get more details or to let you know what we have done.

If you need help to give feedback, we can arrange interpreters, cultural support (e.g. Aboriginal and Torres Strait Islander Liaison Officers), and/or communication aids for vision or hearing impairment.

## Your privacy

We take your privacy seriously. All complaints are treated confidentially. Your complaint will not be attached to your medical record.

If you make a complaint for someone else, we may need to contact that person to get their permission to follow up.

## How to give feedback

You can give feedback at any time using the contact information below. After your hospital stay, you may also get a SMS or email with a survey about your experience.

Online	
<a href="https://metronorth.health.qld.gov.au/contact-us">https://metronorth.health.qld.gov.au/contact-us</a>	
Royal Brisbane and Women's Hospital	
<b>Email</b>	RBWH-PLS@health.qld.gov.au
<b>Phone</b>	(07) 3646 8216
<b>Write to us</b>	Patient Liaison Service Royal Brisbane and Women's Hospital HERSTON QLD 4029
The Prince Charles Hospital	
<b>Email</b>	TPCH_CLO@health.qld.gov.au
<b>Phone</b>	(07) 3139 4479
<b>Write to us</b>	Consumer Liaison Office The Prince Charles Hospital, Rode Road CHERMSIDE QLD 4032
Community and Oral Health	
<b>Email</b>	COH-CLO@health.qld.gov.au
<b>Phone</b>	(07) 3049 1574
<b>Write to us</b>	Community and Oral Health Consumer Liaison Office Brighton Health Campus, 19th Avenue BRIGHTON QLD 4017
Caboolture and Kilcoy Hospitals	
<b>Email</b>	CabH-Feedback@health.qld.gov.au
<b>Phone</b>	(07) 5433 8888
<b>Write to us</b>	Service Improvement Unit McKean Street CABOOLTURE QLD 4510
Redcliffe Hospital	
<b>Email</b>	Redh-Feedback@health.qld.gov.au
<b>Phone</b>	(07) 3883 7043
<b>Write to us</b>	Locked Bag 1 REDCLIFFE QLD 4020
Surgical Treatment and Rehabilitation Services (STARS)	
<b>Email</b>	STARS_PatientExperience@health.qld.gov.au
<b>Phone</b>	(07) 6347 7400
<b>Write to us</b>	Patient Experience Office Level 7, STARS, 296 Herston Road HERSTON QLD 4029