

Consumer Feedback

As a patient, family member or visitor of Metro North Hospital and Health Service you may have noticed things that we are doing well, or things that could be improved. We welcome and value your feedback.

Your feedback helps to improve the care we provide. There are many opportunities to provide feedback including our online feedback form, letters, email or over the phone. You may receive a survey via SMS or email after your hospital stay seeking feedback about your experience.

Ways to contact us to provide feedback:

Online

<https://metronorth.health.qld.gov.au/contact-us>

Royal Brisbane and Women’s Hospital

Email:	RBWH-PLS@health.qld.gov.au
Phone:	(07) 3646 8216
Write to us:	Patient Liaison Service Royal Brisbane and Women’s Hospital HERSTON QLD 4029

The Prince Charles Hospital

Email:	tpch_clo@health.qld.gov.au
Phone:	(07) 3139 4479
Write to us:	Consumer Liaison Office The Prince Charles Hospital, Rode Road CHERMSIDE QLD 4032

Community and Oral Health

Email:	COH-CLO@health.qld.gov.au
Phone:	(07) 3049 1574
Write to us:	North Lakes Health Precinct 9 Endeavour Blvd, North Lakes QLD 4509

Caboolture and Kilcoy Hospitals

Email:	CabH-Feedback@health.qld.gov.au
Phone:	(07) 5433 8888
Write to us:	Service Improvement Unit McKean Street, CABOOLTURE QLD 4510

Redcliffe Hospital

Email:	Redh-Feedback@health.qld.gov.au
Phone:	(07) 3883 7043
Write to us:	Locked Bag 1 REDCLIFFE QLD 4020

Surgical Treatment and Rehabilitation Services (STARS)

Email	STARS_PatientExperience@health.qld.gov.au
Phone	(07) 3647 6983
Write to us	Patient Experience Office Level 7, STARS 296 Herston Road HERSTON QLD 4029

Suggestions for improvement

Suggestions are always welcomed and will be taken to the appropriate forum for consideration and follow up.

Compliments

Your compliments are appreciated and always shared with the staff who provided your care.

Complaints and concerns

All patients, family members and visitors have the right to make a complaint about services you, or someone you know, received that did not meet expectations.

In the first instance, please discuss your concerns with the staff member that administered your health care or the manager at the location you attended. If you do not feel comfortable discussing your concerns with these staff or you are unsatisfied with the response you received, you can make a formal complaint by contacting the liaison staff listed above.

All complaints will be responded to, and any opportunities for improvement identified and appropriate action taken. We will contact you about the matters raised if your contact details have been provided.

If you require further assistance to provide feedback, the following are available: interpreters, cultural support (e.g. Aboriginal and Torres Strait Islander Liaison Officers) communication aids for vision or hearing impairment.

Your privacy

We take your privacy seriously. No record of your complaint will be attached to your medical record. All complaints are treated with confidentiality.

If you are making a complaint on behalf of a friend or relative, we may need to contact that person for permission to follow up.

You can read more about Consumer Feedback in the [Policies and Procedures](#).

