



Patient Reported Experience Survey – Outpatient Department

Have your say about your healthcare experience

Information for patients who recently had an outpatient clinic appointment

Queensland Health is asking patients and parents/carers of young patients to answer some questions about their recent healthcare experience. A survey may be sent to you and is known as a Patient Reported Experience Survey. Your feedback will help us find out what we are doing well and what can be improved.

Who is included in the survey?

Most patients will be invited to take part in the survey after they have had an outpatient clinic appointment with a Queensland Health hospital. This includes in-person, telephone call or video call appointments.

For patients aged less than 18 years, we ask that a parent or carer who was with the patient during the appointment answers the questions in the survey.

Patients who have recently visited an Emergency Department or had an inpatient stay in hospital may also receive invitations to take part in separate surveys about the Emergency Department or inpatient care.

How do I complete the survey?

You may receive a text message (SMS) from **QLD Health** asking for feedback. Click on the link in the SMS to share your experience. Your feedback will be secure and confidential.

The SMS will be sent to the mobile phone number listed in your or your child's hospital record. It will be sent **three (3) days after your or your child's outpatient clinic appointment**. Your phone needs to be connected to the internet to complete the survey. A reminder SMS will be sent five (5) days later. The SMS will include the name of the hospital.

This is an example of the SMS:

Queensland Health asks you to answer some questions about your healthcare.
To do this
<https://prm-msg.health.qld.gov.au//XXXXXXXXXXXXXX>
To unsubscribe
<https://prm-msg.health.qld.gov.au//XXXXXXXXXXXXXX>



The links will include letters and numbers at the end. These make the links secure and unique for you or your child.

The survey will ask some questions about the care and treatment recently received from the outpatient department.

It will take about 10 minutes to fill out.

At the end of the survey, you can provide your email address if you would like to receive future surveys by email.

Do I have to take part?

Taking part in the survey is optional. You do not need to answer any question you do not want to. Your or your child's hospital care will **not** be affected if you choose not to take part.

How do I answer the survey questions if I had more than one outpatient appointment?

The appointment date and outpatient clinic name are stated at the start of the survey. Answer the survey questions thinking about your experiences during the appointment with that clinic.

What will the survey results be used for?

We value your feedback as it helps us find out what we are doing well and what can be improved. You or your child will not be identified in the survey results. Your feedback will be grouped with others and the combined results provided to your hospital.

If you include the names of any people in your answers, these will not be removed and will be seen by the hospital.

Will the hospital see my answers?

The hospital will not be able to contact you about your response. Your answers are strictly confidential and no identifying information can be used to contact you.

However, if your feedback includes a serious allegation where it is required by law that you are identified, Queensland Health is authorised to request a hospital staff member contact you to discuss your feedback.

If you have any health concerns, please contact your GP or healthcare provider.

Will the information be kept confidential and secure?

The system used to survey patients is called ZEDOC and is provided by The Clinician Limited.

Survey information is collected for Queensland Health for the purpose of evaluating, monitoring or planning health services.

All information you provide will be securely stored in Australia and managed in line with the *Information Privacy Act 2009* (Qld) and *Hospital and Health Boards Act 2011* (Qld). The information will not be used or shared without your consent, unless allowed or required by law.

For information about how Queensland Health protects your or your child's personal information, visit www.health.qld.gov.au/global/privacy. To learn how to access your or your child's personal information, visit www.health.qld.gov.au/system-governance/contact-us/access-info/rti-application.

How can I make a compliment or complaint?

The survey is not the way to make a complaint. If you would like to make a complaint or share a compliment about the health service, visit www.qld.gov.au/health/contacts/complaints.

What can I do if I do not want to receive a survey?

If you receive an SMS invitation, click on the unsubscribe link to stop future survey messages. If you do not want your or your child's name and contact information sent to the survey system, contact 13 HEALTH (13 43 25 84).

Where can I find more information?

For more information visit www.health.qld.gov.au/prm or scan the QR code.

