

How to provide consumer feedback:

We encourage you to discuss any concern or complaint with the staff caring for you.

OR



Electronic 'touchscreen' Feedback Hubs are located in all departments. You can enter a compliment, suggestion or complaint at any time which is sent immediately to management. You can choose whether or not to leave your name.

OR



Complete this form, or write a letter and mail it to:

Director of Clinical Services
Numurkah District Health
PO Box 128
Numurkah 3636

OR



Our Director of Clinical Services is available to all residents, patients, their relatives, carers and friends during the hours of 9am–5pm Monday to Friday. (03) 5862 0513

OR



You can enter your feedback any time on the feedback section of our website at: www.ndhs.org.au



Consumer Feedback

*Tell us about your experience.
Do you have a.....*

- Compliment?
- Suggestion?
- Complaint?



www.ndhs.org.au
E: numurkah.hospital@ndhs.org.au
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Numurkah District Health Service
2 Katamatite Road
(PO Box 128)
Numurkah Vic 3638
(03) 5862 0555



We will use this information to *improve our services and experience* of all visitors, patients, residents and carers



You are encouraged to complete this form at any time when:

- You would like to compliment our services or a staff member
- You want to recognise the good work being carried out
- You feel stress, concern, or are unable to move forward. Something that we have done makes you happy or unhappy

What we will do:

- We will keep a confidential record of your feedback and the outcome.
- We will ensure your concern is followed up as soon as possible.
- Assist you to arrange an external advocate if this is required.

Compliment Suggestion Complaint

Please provide us with as much detail as possible.

Attach extra pages to this form if needed.

Date: _____

Would you like feedback? Yes / No

If 'Yes': Please leave your name and address so we can contact you if needed

Name: _____

Address: _____

Phone Number: _____

Please place this completed form into the envelope provided and return to one of our staff, or mail to:

Director of Clinical Services
Numurkah District Health
PO Box 128
Numurkah 3636

If your feedback is a complaint and after discussion with the hospital you are not satisfied, further independent assistance can be found by contacting the:

Health Complaints Commissioner
 3/570 Bourke Street, Melbourne Vic 3000
 Tel. (03) 8601 5222 or 1800 136 066

Aged Care Complaints Scheme
 GPO Box 9348, Melbourne Vic 3001
 Free call: 1800 550 552

Rights Information & Advocacy Centre
 72 Wyndham Street, Shepparton Vic 3630
 Tel. (03) 5822 1944