

Patient Safety and Quality Service

Patient Reported Experience Measure Survey - Pilot

Patient and Family Information Sheet

Tell us about your visit

Information for survey participants

Children's Health Queensland (CHQ) is undertaking a pilot project asking patients and their parents/carers to provide feedback on a Patient Reported Experience Measure (PREM) survey CHQ are proposing to use to collect information about their CHQ health care experience.

What are Patient Reported Experience Measures?

Patient views and parent/carer views on their health care experience are very important in helping us find out what we are doing well and what can be improved. We use patient and parent/carer feedback to help highlight areas for improvement.

If you choose to participate, there are questions about your experience of the care as well as three questions about the survey tool. There are also questions for your child if they are aged eight years and over and would like to provide feedback. For example: *About your experience* - Did staff involve you in decisions about your child's care and treatment? *About the survey tool* - Were there any questions you did not understand?

How do I participate in the pilot?

You are invited to provide feedback by scanning the QR code below.

QR CODE

How to use the QR Code:

1. On your mobile phone, open the camera app
2. Position the camera so you can see the QR code on the screen
3. Tap the link that appears on your screen – this will open the webpage for the survey

QR Code



Do I have to take part?

No, taking part is optional and your child's health care will not be affected if you choose not to take part. All questions are optional.

Confidentiality of the information

The information you provide will be managed in line with the *Information Privacy Act 2009* (Qld) and *Hospital and Health Boards Act 2011* (Qld). Survey responses will be provided to CHQ, however you and your child will not be identified or linked with the responses provided. All survey data is stored at CHQ, there is no data sent overseas.



How can I find out more information or make a compliment or complaint about the hospital?

For more information or if you have a compliment or complaint, please contact the CHQ Patient Experience Team on 3068 1120 or CHQ_PatientExperience@health.qld.gov.au