ACT Health

Your opinion counts

ACT HEALTHCARE SURVEY

Your opinion counts : ACT Healthcare Survey

This brochure is about a survey you may receive in the near future.

The ACT Healthcare Survey is one way for you to let ACT Health know about our recent experience of using one of its services.

Reports from other states where similar surveys have been used indicate that healthcare services have improved – thanks to comments received from consumers. For example, better communication between consumers and healthcare staff, more useful written material and cleaner facilities.

Why participate?

By participating you can:

- Highlight the good things happening in ACT Health
- Point out where things could be improved
- Advise whether staff involved you in decisions about your treatment
- Let us know if staff listened and responded to your views and questions

Your feedback will help ACT Health to improve its healthcare services to consumers and their carers by:

- Gaining a better understanding about what consumers and the carers consider good healthcare
- Learning form consumers and carers ways to improve the quality of its services
- Track the performance of ACT Health over a period of time

Participation is voluntary

When you use ACT Health services, you will be given an ***Information Sheet*** explaining about the survey, and an ***Opt Out*** form.

Participation is **voluntary**. If you do not want to participate in the survey, simply complete the ***Opt Out form*** and leave it with

your healthcare provider. You can also contact UltraFeedback – the survey managers – via the telephone number or email address on the back of this pamphlet.

Also, if you do receive a survey, you do not have to complete it or return it.

If you choose to participate

ACT Health has commissioned an independent research organisation, UltraFeedback, to undertake this survey. **Their contact details appear at the back of this pamphlet.**

If you choose to participate, you may receive a survey in the mail or be handed one when you use ACT Health services. You may also be invited to participate in a focus group.

For some types of health services, ACT Health will send UltraFeedback your name, address and preferred language. UltraFeedback then selects consumers at random and sends them a survey.

For other types of health services, you may be handed a survey pack when you visit the health service. Not everyone who uses the health service will receive a survey.

The survey is **completely anonymous**. No information that will identify you will be given to anyone at ACT Health.

On the bottom of each survey is a tear-off area which includes an identifier code. This code allows UltraFeedback to obtain additional information from ACT Health without you being identified.

This information includes:

- your age group and gender
- what type of consumer you are such as public or private inpatient, an outpatient, receiving treatment in your home etc
- the nature of your treatment (e.g. maternity, medical, dental); and
- whether you received an interpreter service

This information does not include your name and address.

If you prefer, you can tear off the identifier code at the bottom of the survey to prevent this additional information being provided to UltraFeedback.

If you are invited to participate in a focus group, you will be provided with information about where and when the group will be held. If you choose to participate, you will meet with other people who have used an ACT Health service and talk about your experiences with the service.

Your feedback during the focus group will be anonymous. No information that may identify you will be given to anyone at ACT Health.

Additional information

Remember, the survey is completely anonymous. **If you choose to participate, the feedback you provide will in no way impact any future healthcare services you may need.**

- If you receive a survey in the mail, a reminder or thank you letter will be sent to you 7–10 days after the survey
- UltraFeedback destroys all records of consumer name and address details once the reminder letter is sent
- All surveys are returned to UltraFeedback
- Information is analysed
- An ACT-wide report will be published at least once per year

Your privacy is protected

Your privacy will be protected at all times – hospitals and healthcare services will not be provided with name and address details of those who have completed the survey or participated in a focus group.

The ACT Healthcare survey is conducted in accordance with privacy legislation.

What if I have a complaint about ACT Health

The ACT Healthcare Survey cannot help you to resolve a complaint.

If you have a complaint you may contact ACT Health's Consumer Engagement Team by completing a feedback form, by telephoning 6244 29 74 or 6205 5066 or via email to HealthFeedback@act.gov.au

Alternatively, you may wish to contact the office of the Human Rights Office by telephoning (02) 6205 2222, or via email to human.rights@act.gov.au .

If you speak a language other than English

This survey is also available in Chinese, Croatian, Italian, Spanish and Vietnamese.

If you receive a survey in English and would prefer it one of the above languages, please call UltraFeedback Toll free on 1800 143 733

Further information

If you require further information please contact UltraFeedback. Their contact details are:
Telephone (toll free): 1800 143 733
Email: acthealthsurvey@ultrafeedback.com