

# HOW DOES YOUR ORGANISATION LISTEN AND RESPOND TO THE PATIENT VOICE?

Assoc. Professor Michael Greco  
CEO, Patient Opinion Australia

**PATIENT  
OPINION** AUST  
**BE HEARD.**

# How Patient Opinion makes a difference to Nancye.

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*This is about celebrating what you do well, and being honest about what you could do better.*

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*Improving in ways that matter to our patients.*

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*"We launched Patient Opinion in July 2012 and immediately our staff began hearing how their patients and carers felt about the services and programs we provide and the difference we are making. We publish the stories in our monthly staff newsletter and our Board reviews the stories each month. The feedback is open and honest and, as it is from the patient's perspective, it allows all levels of the organisation to see what services are valuable and what more we can do. We make an effort to recognise the staff mentioned in stories and we have also made a number of changes as a direct result of feedback received."*

**Nancye Piercye,**

Chief Executive Officer  
Murrumbidgee Medicare Local



**IT'S NOT ABOUT  
HAVING ALL  
THE ANSWERS  
ALL THE TIME**



**SINCE MY  
LAST PATIENT  
OPINION I  
HAVE RECEIVED  
TOP NOTCH  
TREATMENT**

– Yank66 –

Talk to us to find out more at  
[www.patientopinion.org.au](http://www.patientopinion.org.au)

# This is about listening, learning and changing.

**Patient Opinion exists so that patients can help you to provide the best care possible.**

## Here's how it works:

### 1. A patient shares a story

*We had a nice lady come a couple of weeks ago to give us forms to fill out which we did. We informed her that since RSL Care has taken over we noticed mould had started to grow in our bathroom, I think because the new people being sent had not been cleaning it properly. We showed her the mould and were told she would let RSL Care know. Before RSL Care has taken over there was not one smidgeon of mould in our shower and the standard of cleaning was high. We had a lovely range of people who came to clean our house. However, it seems to me that unlike previous people who had come to clean our house (experienced cleaners), the people being sent by RSL Care don't appear to have any cleaning experience or know what it takes to really clean a house. I don't understand why they couldn't employ the same people who previously cleaned our house? I believe that whoever employed these folk may not have a clear understanding of what house cleaning is or the requirements they need to have to do the job well.*

*I would also like to leave a compliment for Amber who recently cleaned our house. I showed Amber the mould in the bathroom hoping she would be able to remove it. When Amber was finished cleaning the bathroom she called me in to have a look – she did an absolutely wizz bang job and all the mould was gone! I admired the fact that she was so proud of the work she had done.*

*Another issue I have encountered is with the Home Assist Service (Handyman service inside pensioner's homes). We have a leaking tap that needs to be fixed and we are unable to fix it ourselves. The number on the brochure we were given (when the government was providing the HACC service) is 3284 0526. There is a voice recording which asks to leave a contact number, I have called several times and left a message but have not yet heard back from them. Is this service still available?*

See the original story here:

<https://www.patientopinion.org.au/opinions/58870>

### 2. Organisations listen, respond and make improvements

*Dear Mac,*

*Thank you for taking the time to comment regarding your cleaning service provided under the HACC program by RSL Care.*

*It was satisfying to get your positive feedback on Amber's work and I will certainly pass on your words of praise for her work.*

*I was disappointed to hear of your other experience with the cleaning of your bathroom and I would like to make sure we get our service right for you. It's a simple thing to correct but to make sure we get it right, it would be helpful for you to contact us directly.*

*Your comments on Patient Opinion does not allow us to identify you, so we need you to get in touch to resolve the issue you have raised.*

*You can contact us through the RSL Care Contact Centre on: 3457 2255.*

*The final issue you raised was in relation to the State Government Home Assist Secure program. This is not one of our programs. If you contact the Medicare Local they may be able to connect you to a local service provider.*

*Thanks again for taking the time to comment.*

*Kind regards*

**RSL Care.**

(Part of Metro North Brisbane Medicare Local's Home and Community Care Program - HACC)

### 3. Staff are listening

#### Activity

- 3** [staff members have read this story](#)
- ▶ **3 at Metro North Brisbane Medicare Local**

### This story led to a service improvement

#### CHANGE MADE



This story led to **a change**

## A professional perspective

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*“We’ve been using Patient Opinion for 8-9 months now. I hadn’t anticipated that it is one of the biggest levers we’ve got around the culture of our organisation. We learnt how difficult it was to put ourselves in the shoes of the patient. We now have patient experience stories at every Board and Executive meeting. It has changed our focus. We have learnt more from Patient Opinion than any survey we have done”*

**Lesley Dwyer**

Chief Executive, West Moreton Hospital and Health Service

# About Patient Opinion Getting it right

Patient Opinion is a not-for-profit charitable organisation, which launched in Australia in 2012. Patient Opinion was founded in the UK in 2005 and is the leading independent feedback website for healthcare in the UK. We exist to promote meaningful dialogue between patients and services.

## Working with Patient Opinion gives you access to:

- online patient feedback that is insightful and relevant to your organisation – sent to just the right people in your organisation
- a supported, moderated place to hold genuine dialogue with service users and to signpost service improvement based on feedback
- real-time reports, to assure regulators about the quality of your services
- expert training and best practice advice to support your staff
- extensive resources and materials to help you get the most out of feedback
- workshops, web and teleconferences to provide learning from peers and stimulate ideas for your staff

*"We have received a mixture of both positive and negative feedback. In all cases the feedback has been helpful."*

*"We have experienced situations where a person provided negative feedback and then complimented us on our response."*

*"We have learnt a lot from the stories we've received, both the good and the bad. We've learnt more about what is important to our patients – whether it's the noise levels at night time, the appearance of our Emergency Department while it's being renovated and the importance of the way we communicate."*

*"Because it is a public forum, our responses get seen by anyone who visits the site. This means we can get information to a broader range of people than we would if we were just responding to the feedback provider."*

*"The way in which we provide feedback to our patients and their families has significantly improved since we subscribed Patient Opinion. Let me explain this. Our language has often been 'bureaucratic'. Our writing style on Patient Opinion focuses on listening to what the story is telling us. Our responses are informal and more personal but demonstrate that we take all feedback very seriously. The feedback on Patient Opinion helps us to continually improve our service and we recommend all health services consider using this innovative way of engaging with their community."*

### **Dr Daniel Bitmead**

Director of Emergency Department  
Ipswich Hospital – West Moreton Hospital and Health Service



**WE'VE LEARNT  
MORE ABOUT  
WHAT IS  
IMPORTANT TO  
OUR PATIENTS**

– Dr. Bitmead –

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# Why does this matter?

## **Listening to your patients, and using their feedback to improve what you do and how you do it, keeps you responsive and ensures that you are delivering compassionate care as standard.**

As part of the national standards of safety and quality produced by the Australian Commission for Safety and Quality in Healthcare, all healthcare organisations are encouraged to demonstrate how they Partner with Consumers (Standard 2). In addition, many of the States and Territory health blueprints talk about putting the patient first, and designing systems around the needs of patients.

Stories allow people to articulate what really mattered to them, what did or could have made a difference. They tell you how your services are doing, and they show you what you could do to improve care for the next person.

*"Patient Opinion is an independent, innovative and accessible online platform where the public can 'be heard' and feel comfortable in sharing their experiences of healthcare. It also provides the opportunity for health services to listen and respond in 'real-time' to patient experiences, and it allows them to use this feedback to help improve the quality of their services. I welcome innovations, like Patient Opinion, that allow transparent and constructive conversation between patients and Australian health services."*

**Tanya Plibersek**

Federal Health Minister

March 2013

### **A patient on [www.patientopinion.org.au](http://www.patientopinion.org.au):**

*Posted by Yank66 (as the patient) July 2013*

*I am at present at the Ipswich Hospital, and since my last patient opinion (<https://www.patientopinion.org.au/opinions/58717>), have received top notch treatment. The Ipswich Hospital has now positively progressed in helping me cope with some horrendous pain and vomiting. I'm sorry that it took a public forum to achieve this effect, but thank goodness for Patient Opinion, and a big thank you to Dr. Jane Hoare, and the staff from the ER, to the nurses and doctors on the ward. It's amazing how far a little understanding, and good communication, can take you. Thank you once again Patient Opinion and the Ipswich Hospital.*

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# Not just for providers...

## Why Medicare Locals should work with Patient Opinion

- Easily access feedback from the people who use the services you commission.
- Track which providers are responding to feedback, and which are making improvements in response, using our real-time responsiveness metrics.
- Identify particular issues of concern for your providers, and easily create reports about particular services or areas of concern.
- Use this feedback to help you coordinate, develop or transform services based on patient and community needs and preferences.
- Support ML accreditation criteria, particularly standard #5 (Stakeholder relationships)

## How Medicare Locals are using Patient Opinion

- Triangulate and validate with their other quality data
- Access the views of hard to reach patients. We have years of expertise of successfully reaching out to those with problems with substance misuse, mental health, self harm, sexual health, continence issues etc.
- Capture feedback about ATAPS, GP After Hours Services, Home and Community Care and Close the Gap to name a few.
- To demonstrate their responsiveness to the patient and community voice
- Demonstrate how they are meeting standard #5 for accreditation

*"Patient Opinion has proven to be a valuable way for clients to make comments on the service they receive and for service providers to make improvements in the way they deliver services.*

*It has been a very useful inclusion for our Home and Community Care Program."*

### **Michele Smith**

Manager – Community Care  
Metro North Brisbane Medicare Local

**NOW MY  
AMBULANCE  
CREW KNOW  
THE DIFFERENCE  
THEY MADE**

– Sheila –

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## TALK TO US

A subscription to Patient Opinion with full access to reports, training, support and workshops from our expert team costs as little as \$1,500 + GST depending on the size and needs of your organisation. We tailor our subscriptions to meet your organisation's needs.

email: [info@patientopinion.org.au](mailto:info@patientopinion.org.au)

call: (07) 3354 4525

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<https://www.patientopinion.org.au/info/professionals>

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