

28 April 2021

Family shares thanks on Patient Experience Week

When Kaisar Habib brought his then eight-month-old son Tahseen to Bankstown-Lidcombe Hospital in October last year, it was one of the toughest times in his life, but staff treated them like “family” and provided wonderful care.

“We are so grateful to all the staff members who helped us during that difficult time,” Mr Habib said.

“Due to COVID-19, our family members weren’t allowed to go inside, however each of the staff members treated us like family.”

Little Tahseen came to the hospital experiencing breathing difficulties due to a viral illness and he stopped breathing soon after his arrival.

The care provided to Tahseen helped him make a full recovery, while the care and empathy shown to his family helped them through a very difficult time.

South Western Sydney Local Health District is celebrating Patient Experience Week to honour everyone involved in patient care.

Patient experience is more than providing great medical care, its is about supporting patients individual needs, including providing comfort and emotional support.

District Chief Executive Amanda Larkin highlighted the importance of supporting patients and consumers so they have the best possible experience during their care.

“Everyone in our organisation plays an important part in delivering safe, high-quality care to our community,” she said.

“Patient Experience Week is a fantastic time for us to recognise and celebrate the outstanding work happening across our District and honour the people who impact patient experience every day.

The District welcomes patient feedback through its My Experience Matters Survey, which helps to recognise staff for their efforts and identify areas for improvement.

The survey is an important part of Transforming Your Experience, the District’s strategy to positively transform the experience of patients and consumers.

NSW Health’s award-winning program Improving Patient Experience in Emergency Departments has been expanded to all local health districts with an investment of \$8.6 million. South Western Sydney Local Health District has nine patient experience officers working across its Emergency Departments.

A total of 86 patient experience managers have been recruited to 50 hospitals across NSW. There are 42 patient experience managers located in rural and regional hospitals.

Patient Experience Week runs from 26 to 30 April.