

Comments, Compliments & Complaints

Your care, comfort and satisfaction are important to the South Western Sydney Local Health District. It is important to know when things are going well and when they need improvement.

Compliments

Compliments provide a clear indication of what you seek in high quality care. They also boost morale and encourage employees. Compliments can be made either directly to staff or via the hospital's Patient Liaison Officer.

Complaints

Your right to quality services is not affected by making a complaint and your complaint may help to improve services. When making a complaint try to remain calm and be as clear as possible about what happened and how you would like it resolved.

If you have any questions or are concerned about your treatment or have a complaint we encourage you to pursue the following options.

Option 1

Discuss your concerns with the Nursing Unit Manager, doctor, or other health professional involved in your treatment. They may be able to resolve your issues immediately or they can refer you to a more senior member of staff.

It is a good idea to keep a note of the time and date of any discussion, what was discussed and what agreements might have been reached.

If you do not wish to take this option, then the following alternatives are available:

Option 2

Contact the relevant Patient Liaison Officer.

The Patient Liaison Officer is independent of the ward and will investigate your issues and provide you with the result of this investigation.

SWSLHD Patient Liaison Contact Numbers:

Bankstown Hospital	9722 8262
Bowral Hospital	4861 0378
Campbelltown / Camden Hospitals	0400 147 263 0477 372 270
Fairfield Hospital	9616 8124
Karitane	9794 2359
Liverpool Hospital	8738 6354 8738 6632
Community Health Services	4621 8762
Drug Health Services	0429 951 121
Mental Health Services	0438 595 284
Oral Health Services	0476 824 465

If you are still not satisfied write to the Hospital / Services General Manager.

Option 3

Contact SWSLHD Designated Senior Complaints Officer
Clinical Governance 8738 6923

Or write to:
Chief Executive
C/-South Western Sydney Local Health District
Liverpool Hospital, Eastern Campus
Locked Bag 7279, LIVERPOOL BC NSW 1871

Option 4

The Health Care Complaints Commission (HCCC) is an independent body that deals with complaints about health care practitioners and health services.

Telephone: 1800 043 159
Website: www.hccc.nsw.gov.au

This brochure has been endorsed by SWSLHD Consumer Community Council and the full version is available in several languages

Your Rights and Responsibilities

As a patient, carer or client of the South Western Sydney Local Health District (SWSLHD)



SWSLHD respects your rights as an individual. We are committed to providing a quality, efficient, effective and safe health service

Your Rights

You have the right to:

- Be treated with dignity, respect and consideration and receive services free from discrimination, regardless of your age, gender, sexual preferences, religion or culture
- Request a health care interpreter
- The choice to be a public (if eligible) or private patient and to have the difference explained prior to treatment where possible
- Treatment based on clinical need
- Take part in decisions about your health care
- Have a clear explanation of your condition with information that is easy to understand, including risks and other choices
- Be informed as soon as possible if something goes wrong with your treatment or care
- Obtain a second opinion about your condition
- Be actively involved in planning your discharge
- Leave a health facility at any time at your own risk and liability
- Refuse care from a particular health care practitioner or hospital (however, a hospital or health service may not be able to provide an appropriate alternative)
- Have your personal information kept private and confidential
- View or obtain a copy of your medical record as permitted within NSW Health Guidelines (costs may be incurred)
- Apply for a travel allowance if you need to travel more than 100km to receive treatment
- Decide if you want to take part in medical research and clinical training
- Give a compliment or make a complaint

Your Responsibilities

We want to make sure you receive the best possible care. To help us do this, you should:

- Treat all people you meet in the health service (staff, volunteers, patients/clients, their families, and aged care residents) with respect
- Confirm your name and other details when asked
- Give your health care provider accurate information as far as you can about your health and any beliefs that may affect your treatment
- Tell your health care provider if you are taking any medicine, recreational drugs or natural therapies
- Tell your health care provider about any problems you have because of your treatment or the medications you are taking
- Tell your health care provider if someone else is treating you for the same condition
- Follow instructions regarding your treatment
- Talk to your local doctor if your condition changes while you are on a waiting list for treatment
- Ask questions and talk to your family if you want, before making any decisions about your health care
- Be on time for appointments and let the health service know if you want to cancel
- Provide a safe environment in your home for health care workers that is free from smoke, free from violence and harassment, free from unrestrained animals
- Respect the confidentiality and privacy of others

Consent

You must give consent before receiving treatment. In most cases this will be verbal consent. Written consent is required for some procedures, such as surgery. You have the right to withhold consent. In this case you will not receive treatment. In a life-threatening emergency where you are too ill or unconscious, consent is not required.



Consent by others

- Children under the age of 14 years must have the consent of a parent or guardian
- Children between 14 to 16 years usually give consent jointly with their parents or guardians; however they can give sole consent as long as they show they fully understand the proposed treatment
- If you are unconscious or too ill to give consent yourself, a relative, carer or other person close to you can give consent for treatments considered by qualified health professionals to be in your best interests
- If this person is unavailable the Guardianship Tribunal can give consent. For more information visit: www.gt.nsw.gov.au or ring **1800 463 928**