



Consumer Feedback - Management

1. Purpose

The Royal Children's Hospital recognizes the value of consumer feedback, both positive and negative. All feedback should be viewed as an opportunity for improvement. Feedback is received verbally e.g. via a direct discussion with staff, or telephone conversation or in a written format e.g. a letter, email or [feedback](#) form (Word 27KB).

Feedback that is received at the point of service is an accurate reflection of the level of satisfaction or dissatisfaction with the services or care provided and if possible should be managed at a local level. Staff can seek support and guidance from their manager and/or the Consumer Liaison Officer (CLO ext 5676).

2. Definition of terms

- **Consumers** refer to patients, parents, carers and other family members. It also includes external providers, such as consumer groups/General Practitioners and other health professionals.
- **Positive feedback** - is an expression of satisfaction regarding any aspect of care/service provided.
- **Negative feedback** - is an expression of dissatisfaction regarding any aspect of care or service provided.
- **Point of service** - is when consumers provide feedback to staff at the ward or department level.
- **External feedback** - when a consumer has sought the assistance of external bodies to assist them in expressing their concerns.
- **Procedural fairness** - refers to fairness to all parties, and includes, the right to be heard, the right to be treated without bias and the right to be informed of allegations made. It also involves the opportunity to respond.

3. Responsibilities

Staff must ensure that patients families and carers are provided with information on how to provide their feedback

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4. Documentation

Documentation

At RCH a web-based electronic feedback reporting system [VHIMS](#) (Victorian Hospitals Incident Management System) is used to enter all consumer feedback. Feedback received from consumers is to be entered into the reporting system within 48 hours of receiving the complaint/compliment or enquiry. Staff entering the feedback should also inform their manager. All actions taken and resulting correspondence must be entered into VHIMS. Any letters must be approved by the CLO prior to distribution.

It is an expectation that feedback is responded to in a timely manner, with closure expected within 30 days.

5. External Agencies

There are times when the complaint is not able to be resolved within the hospital. Consumers can be referred to the Office of the Health Service Commissioner (HSC). Feedback received from any of the external bodies is predominantly received by the Consumer Liaison Officer. Should feedback be received by the department, please refer to the Consumer Liaison Officer.

8. Monitoring and Evaluating

All feedback, positive and negative is entered on [VHIMS](#) (Victorian Hospitals Incident Management System). Reports from information gathered are available to departments via [VHIMS](#), to enable them to track trends and utilise the information to improve care and services in their respective areas. Departments are encouraged to review their reports and identify opportunities for improvements. The Consumer Liaison Coordinator and the Divisional Quality Managers are available to support managers in this process.

9. Related Policy

- [Consumer Focused Care](#)

10. Useful Links

- [Victorian Clinical Governance Policy Framework](#) (2011) Department of Health, Victorian Government.
- [Complaints Management Handbook for Health Care Services](#) - Australian Council for Safety and Quality in Health Care - July 2005
- [Guide to Complaint Handling in Health Care Services](#) - (PDF 1.8MB) Health Services Review Council 2005

11. Legislation

- [Health Services \(Conciliation and Review Act 1987\)](#) (PDF 756KB)
- [Health Records Act 2002](#) (PDF 936KB)

12. References

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