Service your Feedback relates to

(tick all that apply)

☐ Acute   ☐ Urgent Care   ☐ Aged Care

☐ District Nursing   ☐ Community Health

Tell us what we did well and what we can do better

Date: _____

Name (optional): _____

Phone (optional): _____

Email (optional): _____

Today my experience at the Yea & District Memorial Hospital was: (please tick)

☐ 🙂 **Excellent**   ☐ 🙂 **Good**   ☐ 😐 **OK**

☐ 🙁 **Poor**   ☐ ☹️ **Terrible**

Any comments / improvement suggestions:

_____

_____

_____

☐ I would like to be contacted by Yea & District Memorial Hospital by:
☐ Phone   ☐ Email

☐ <u>I consent</u> ☐ <u>I do NOT consent</u> *(please tick)* to Yea and District publicly sharing my feedback via Facebook and/or internal electronic noticeboards.
I am aware that my name and personal details will not be published.

I consent to being contacted about telling my patient journey story
☐   Yes   ☐   No

Signed:_____

Forms can be returned to any suggestion box located throughout our health service, or alternatively mailed to:
Yea and District Memorial Hospital, 45 Station Street, Yea, 3717

Any problem is usually best solved at the point of service within
Yea and District Memorial Hospital.

However, if you are not satisfied with the response to your complaint or you wish to take your concerns further, please contact the Health Complaints Commissioner for inpatients and Urgent Care patients:

- Call 1300 582 113 or visit www.hcc.vic.gov.au and fill out an online form or
  Send a letter: Health Complaints Commissioner, Level 26, 570 Bourke Street Melbourne VIC 3000.

- The Aged Care Complaints Commissioner for residential aged care and community services:
  Call 1800 951 822 or visit www.agedcarequality.gov.au
  Send a letter: Aged Care Complaints Commissioner, GPO Box 9819, Melbourne, 3001

- Deaf, difficulty hearing or speech impaired?
  Visit www.accesshub.gov.au

- Need an interpreter?
  Call TIS National 131 450 or visit www.tisnational.gov.au

- NDIS Commission
  Call 1800 035 544 or visit www.ndiscommission.gov.au