



Feedback Factsheet

We welcome your feedback about our services.

The Royal Perth Bentley Mount Lawley Group (RPBMLG) consists of Royal Perth Hospital (RPH), the Bentley Health Service (BHS), Mount Lawley Hospital (MLH), City East and Midland Community Mental Health.

Feedback from all the above services can be provided to the Patient Experience department (see contact details below). Feedback forms are available on the internet and from these service providers.

Feedback includes complaints, comments and compliments relating to general and mental health services provided by the Royal Perth Bentley Mount Lawley Group.

How can we best assist you?

Are your concerns or questions about your current treatment plan or clinical condition? Are you a current inpatient? If yes, please ask to speak with senior staff in the ward, area or your current treating team to see if the problem can be resolved immediately. Please don't be afraid to ask questions about your care plan and proposed treatment.

If you are an outpatient and worried about a worsening of your condition, please see your GP who may provide a more urgent referral.

If you are not sure who to contact about your treatment plan, the staff within the Patient Experience department can assist during business hours.

Information about your rights and responsibilities as a patient or carer are available at www.emhs.health.wa.gov.au/About-Us/Governance/Custom-Service-Charter

Complaint Investigation Process

To assist in resolving your concerns as promptly as possible, Patient Experience staff will endeavour to liaise with relevant hospital staff who may address your concerns directly with you.

The following details will be asked of you when lodging your complaint:

- Personal contact details (noting you can remain anonymous if you wish)
- What the incident was and where it occurred
- When the incident occurred (dates/times)
- Any staff involved
- What you would like to see happen as a result of raising your complaint

The Patient Experience staff will acknowledge your complaint in writing or by telephone within 5 working days.

It may take up to 6 weeks to complete the formal investigation. It is regrettable but investigations can exceed this deadline. You will be kept informed if there are any delays. When possible senior area staff may be contacted and asked to address matters directly.

The Patient Experience staff facilitate investigations by relevant areas and endeavour to ensure you receive a timely response to your concerns.

All complaint correspondence is recorded and filed separately to your medical records. The complaints process is confidential.

An interpreter can be arranged to assist with your complaint if required.



Patient Confidentiality & Authorisation

We require permission from the patient to release their personal information to another person or third party. Therefore, if you make a complaint on behalf of a patient you will be sent an authority letter to be signed by the patient, allowing us to discuss their care and treatment with you in the complaint response.

If the patient does not agree to release this information it will not affect the investigation of the complaint; however it may reduce the amount of information staff can provide to you once the investigation is complete.

Further Conciliation

If we are unable to resolve your complaint to your satisfaction, you can seek an independent review of your complaint.

HaDSCO (Health and Disability Services Complaints Office) is an independent statutory body that investigates and conciliates complaints about public and private health services

Address: Level 2, Albert Facey House,
469 Wellington Street,
Perth WA 6000

Telephone: (08) 6551 7600

Freecall: 1800 813 583

Website: www.hadsko.wa.gov.au

Health Consumers' Council (HCC) if you require advocacy and support with clinical or complaint issues

Phone: (08) 9221 3422

Freecall: 1800 620 780

Website: www.hconc.org.au

Contact Details



To speak to staff in the area caring for you, please contact RPH on **9224 2244** or BHS on **9416 3666** or MLH **9370 9222** who will assist you.

To lodge a formal complaint please contact the Royal Perth Bentley Mount Lawley Group's Patient Experience staff -

Phone: (08) 9224 1637

Email: RPBMLG.feedback@health.wa.gov.au

Fax: (08) 9224 3487

Mail: RPBMLG Patient Experience
Royal Perth Hospital
GPO Box X2213
PERTH WA 6847

Thank you

Lodging a complaint will not impact on any future care or treatment you may receive at RPBMLG. It will, however, assist the Services to improve by:

- Identifying areas that may be improved.
- Preventing an unfavourable outcome from reoccurring.
- Continually improving our performance.