



LEGISLATIVE ASSEMBLY

FOR THE AUSTRALIAN CAPITAL TERRITORY

SELECT COMMITTEE ON THE COVID-19 2021 PANDEMIC RESPONSE
Ms Elizabeth Lee MLA (Chair), Ms Suzanne Orr MLA (Deputy Chair), Ms Jo Clay MLA

ANSWER TO QUESTION TAKEN ON NOTICE [Insert date of hearing]

Asked by Mrs Giulia Jones MLA on 4 November 2021: Mr Pepper took on notice the following question(s):

[Ref: Hansard Transcript 4 November 2021 [PAGE 24]]

In relation to:

MRS JONES: Thank you, Mr Pepper. Can you supply on notice the link to the feedback online, the paper form, a copy of the paper form, and the last 12 months of data that has been collected through this system?

Mr Pepper: Yes, so we can do that. I mean, certainly the last 12 months will be reflected in the budget papers in terms of how we perform but we can provide that on notice as well as—

MRS JONES: Not how you have performed, how people have experienced their experiences, which is, I presume, what these feedback forms are asking for.

Mr Pepper: Yes, so Mrs Jones, I am not in a position to provide you with the actual feedback that patients have provided—

MRS JONES: So, do you collate it and get some statistical profile about numbers of people satisfied or something like that? How do you—

Mr Pepper: Yes, of course. Yes, yes, so we can provide ...(indistinct)... [4.28.27] sure.

MRS JONES: That is what I am after, is the higher-level summary for the 12 months of people's satisfaction or dissatisfaction.

Mr Pepper: Okay, we can take that on notice.

Minister Davidson: The answer to the Member's question is as follows:—

Canberra Health Services (CHS) receive feedback from consumers through the following options:

- ACT Health App
- Online form: <https://health.act.gov.au/about-our-health-system/consumer-feedback/i-want-provide-feedback-about-public-health-service>
- Hard copy forms available in CHS facilities
- By sending an email to healthfeedback@act.gov.au
- By phoning a member of the consumer feedback team on (02) 5124 5932

Feedback types for the period of 1 July 2020 to 30 June 2021 are provided in the table below.

Type	Total
Comment	187
Complaint	2564
Compliment	2808
Grand Total	5559

In addition, CHS distribute a Discharged Inpatient Experience Survey to recently discharged inpatients aged 18 years and above to assess their experiences during their hospital stay. Two of the questions provided in the survey provide a high-level overview of patient experience. These questions are:

- 'Overall, how would you rate the care you received in hospital? (Good or Very Good'
- 'Would you recommend us to your family and friends? (Yes or No)'

Both indicators performed consistently with the previous financial year (FY) remaining above the 2020-21 FY target of 80 per cent.

See table below for the overall percentage from respondents per quarter for the 2020-21 FY:

CHS Indicators	Apr-20 - Jun-20	Jul-20 - Sep-20	Oct-20 - Dec-20	Jan-21 - Mar-21	Apr-21 - Jun-21
Patient Experience Survey					
Patients rated their overall care as good or very good	91.4%	92.3%	86.9%	84.5%	85.7%
Patients that would recommend CHS to family and friends	95.2%	96.3%	92.1%	93%	89.6%

Approved for circulation to the Select Committee on the COVID-19 2021 Pandemic Response

Signature: *Emma Davidson*

Date: *21 NOV 2021*

By the Minister for Mental Health, Emma Davidson MLA