



Voice of Family Survey – Have Your Say

You might receive a survey in your letter box after returning home from hospital.

Your views
will help us
improve



Please take the time to complete the survey being undertaken by Press Ganey on our behalf. Your feedback makes a real difference.

All responses are confidential and anonymous. If you do not want to have your child's details sent to Press Ganey, please ask a member of staff to provide you with a form so you can opt-out of data release.

Children's Survey – FAQ

Introduction

The purpose of this document is to provide answers to commonly asked questions regarding patient surveying within Princess Margaret Hospital for Children.

Q: *Why should I return the survey/answer these questions?*

A: Patients and families feedback helps to identify where we are doing things well and also areas where we can improve the patients and families experience.

Q: *Why are demographic questions included in the survey?*

A: At a combined level, demographic questions (such as age and language) help to provide general characteristics about the patients using our services.

Q: *Can I be identified in the survey results?*

A: In the reports, your individual responses cannot be identified. All data is combined to provide the organisation with an overall result. At the end of the survey, a section is provided for contact details. This is optional and outlines that the organisation may like to follow-up on any comments and suggestions you have put forward.

Q: *If I answer all these questions, won't they know who I am?*

A: No, because only an average of all responses will be reported. Individual answers will not be reported anywhere.

Q: *Who is conducting the survey?*

A: Press Ganey Associates. Press Ganey has been in operation for over 30 years and is the world's largest and most respected healthcare research and quality improvement organisation.

Q: *Can I have someone assist me with survey completion?*

A: Yes, if you cannot complete the survey on your own, you may have any adult family member or friend assist you in completing the survey.

Q: *How can I complete the survey?*

A: Patients and families will receive a paper survey via post which includes a cover letter and a Reply Paid envelope to return the completed survey. The cover letter attached to the survey also gives patients and families the option to complete the survey online. Minimum browsers requirements are Internet Explorer 6+, Firefox 4+, Safari 3+, Chrome 2+.

Q: *Where do I send the completed survey?*

A: A reply-paid envelope addressed to Press Ganey Associates has been included with your survey. Please use this envelope to send the survey results directly to them.

If the reply-paid envelope has been misplaced, you can send the survey to:

Press Ganey Associates

Reply-Paid 7426

Gold Coast Mail Centre QLD 9726

Q: *Can I raise additional concerns/issues?*

A: Yes, you may include your concerns/issues in the related comments section on the survey, or raise the concern/issue in writing by way of a letter sent together with your survey.

Q: *Will the survey results be communicated the public?*

A: Yes, results will be communicated within the hospital and to the public to inform every one of the improvement steps being taken, as well as celebrating the areas we are performing well in.