



# You said we did

## You've told us our strengths

- Friendliness of our doctors and nurses
- Helpfulness of our admissions staff
- Skills of our nurses

## You've told us how we can improve your experience and we've made some changes to how we do things

### You said:

Keep you informed of who to contact regarding concerns or complaints made during your child's stay.

### What we're already doing:

- Reviewed the information given and our processes for advising families who to contact regarding concerns or complaints. Recommendations are being developed.
- Increased the frequency of Executive Leadership rounds to ensure we speak to as many families as possible during their stay.

### You said:

Have whiteboards in the patient rooms to improve communication between family members and also between the family and the healthcare teams.

### What we're already doing:

- We are trialling whiteboards on two wards and we will collect feedback about their effectiveness from patients, families and staff.

### You said:

Look at introducing patient passports so families can share their specific needs with us.

### What we're already doing:

- A patient passport is being developed with extensive consumer involvement and will form part of a research project.

### You said:

Have age appropriate activities and toys for children in the day surgery waiting room.



**What we're already doing:**

- Additional toys have been bought for the day surgery waiting area and we are in the process of increasing the number of volunteers to help with distribution of toys and interactive play.

**You said:**

Ensure all families leave the hospital with a discharge summary which includes personalised information and next steps for care at home.

**What we're already doing:**

- We have contacted other hospitals in Australia to learn from them about what works. We are now going to ask our consumer representatives to help us develop a template for a discharge summary checklist to help families get ready to leave hospital.

**You said:**

Develop a video to provide families with information about how the Emergency Department runs, including the triage process, and the order in which they will see the nurse, junior doctor, and senior doctor.

**What we're already doing:**

- PMH is working with our Youth Advisory Committee to create a video which will be accessible via the PCH website. We will also continue to ensure the information is available in a paper format.

**You said:**

Improve the noise levels in the hospital.

**What we're already doing:**

- We have installed 'Yacker Trackers' to three wards on a trial basis. The 'Yacker Tracker' appears as a stop light and will alarm or flash red if the noise levels are too high, reminding those present to maintain a quiet environment as much as possible.

**What's next**

Surveys are collected continuously; therefore patients and families can provide feedback regarding changes we have made on an ongoing basis. You can tell us if solutions are making a difference and where we still need to improve.

If you would like to be involved in helping us to use feedback from these surveys, please email [PMH.VoiceofFamily@health.wa.gov.au](mailto:PMH.VoiceofFamily@health.wa.gov.au)