

YOUR EXPERIENCE

Introduction

Maldon Hospital strongly believes in the importance of partnering with the community and actively invites participation.

Listening and responding to feedback is an opportunity for us to improve.

Maldon Hospital welcomes and encourages feedback from our clients, carers and community.



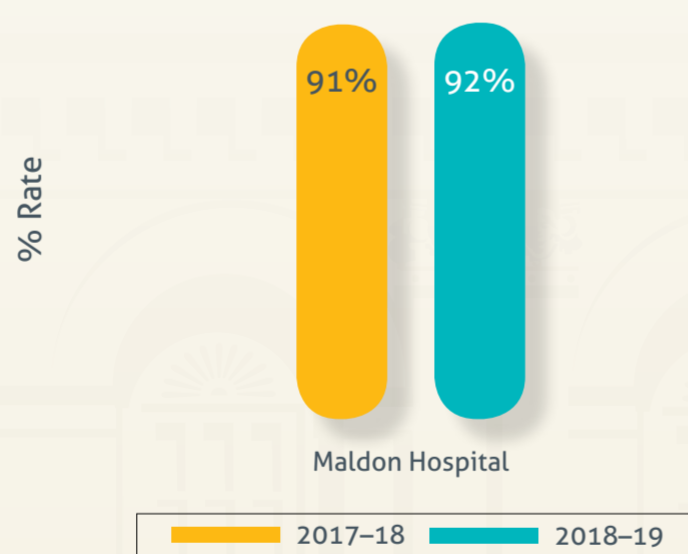
Formal Complaints Rates

	2017–18	2018–19
Maldon Hospital	0	1

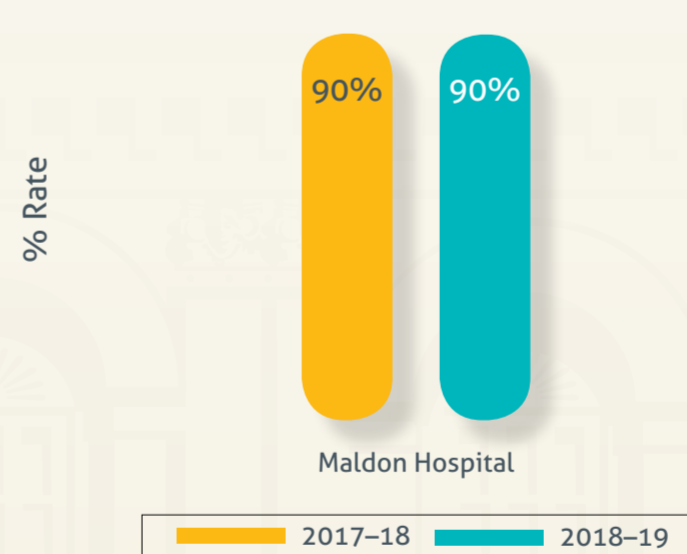
How can you provide feedback to us?

- A Community Engagement Plan approved by the Board that outlines the strategies to encourage community engagement
- Acute Inpatient Feedback Survey
- Resident Satisfaction Survey
- Community Program Satisfaction Surveys
- Maldon Hospital provides a 'Bright Ideas Program' in which staff, residents, patients, relatives and community members are encouraged to suggest new ideas to improve the hospital in some way
- Any issue identified through any of the feedback processes is utilised as an opportunity to review our services
- Feedback forms are easily accessible within the hospital and can be also accessed via the Maldon Hospital intranet site
- All complaints are de-identified and discussed at the Consumer Consultative Committee

Acute Services Satisfaction Feedback



Residential Services Satisfaction Feedback



Responding to Feedback

We have improved:

- Urgent Care signage
- External Urgent Care lighting
- Staff training
- Outdoor access to garden space

How are you a partner in your health?

- In Acute, whiteboards are available to plan care and ask questions
- Processes in place for you to request an urgent clinical review
- Care plans developed together
- Brochures and handouts available
- Local people are members of the Board

Discharge Processes

Question	2018–19
Were you given adequate instructions on how to take care of yourself after leaving hospital, and what to do in case of emergency?	100%
Were you given adequate notice of your proposed discharge from hospital?	100%
Were you given adequate instructions regarding your medications to be taken at home e.g. dosage and when to take them?	100%
Were your questions about your medication answered on leaving the hospital?	100%
Were you instructed in your follow up care e.g. District Nurse visit, referrals to other services etc.?	100%
Were your family or carer notified of your discharge and/or involved in your discharge plan, where appropriate?	100%

Disability Access Plan

To support improved access to our services for community members with a disability Maldon Hospital has:

- Participated in Inclusive Towns project and completed a gap analysis
- Completed an action plan based on consumer feedback
- Completed drawings to alter reception improving access for people with a disability
- Public Toilet signage includes written, graphics and braille information

Interpreter Services

Number of required moments of use of Interpreter Services

	2017–18	2018–19
Maldon Hospital	0	0

- Maldon hospital has policies and procedures in place to support people who may benefit from interpreters
- Interpreter services are visually advertised at hospital reception