



Government of **Western Australia**  
**South Metropolitan Health Service**  
**Fiona Stanley Fremantle Hospitals Group**

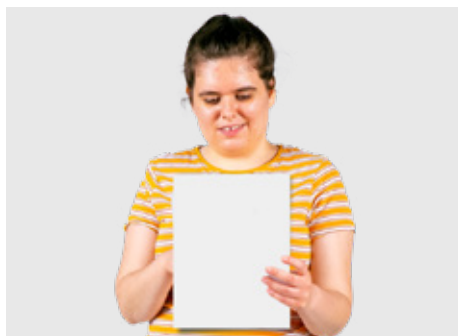
# Feedback form



**Easy Read**

[www.fsfhg.health.wa.gov.au](http://www.fsfhg.health.wa.gov.au)

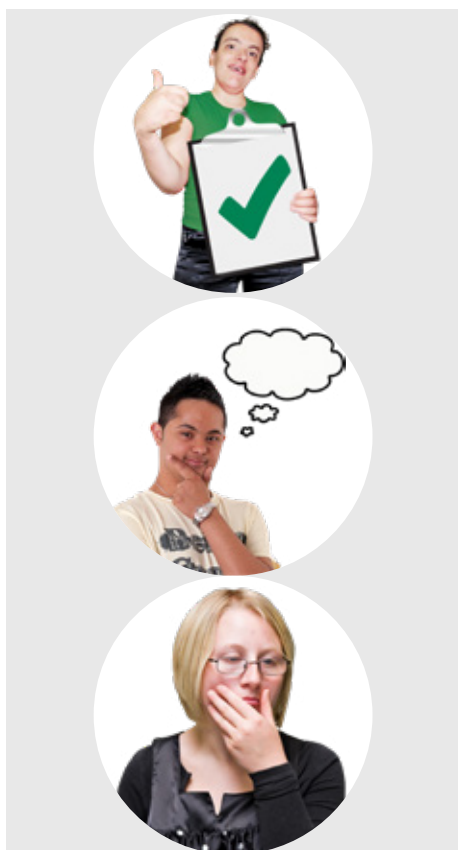
# Feedback form



This is our **feedback** form.



**Feedback** is when you tell us what you think about our services.



You might tell us things like

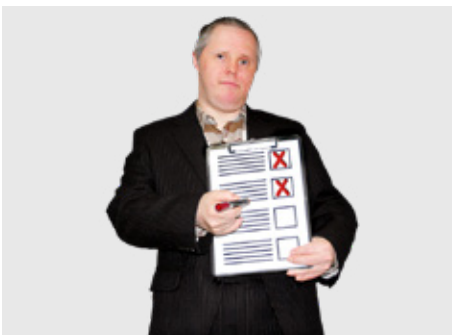
- What we do well
- What we could do better
- If you are worried about something.



We want to know your feedback.



When you tell us what we do well it is called  
a **compliment**.



You can also use this form to make  
a **complaint**.



**Complaint** means you tell us about  
something you are not happy with.



You can ask for support to fill out this form.



This might be a

- Family member

- Friend

- Staff.

If your feedback is about a person in hospital now you can



- Speak to the staff looking after them



- Ask to speak to a manager.



Our staff are here to help you.

# Your information



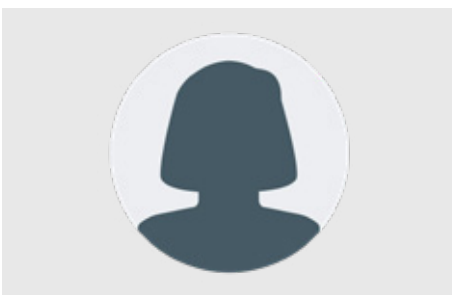
The information you give us in the feedback form is **confidential**.



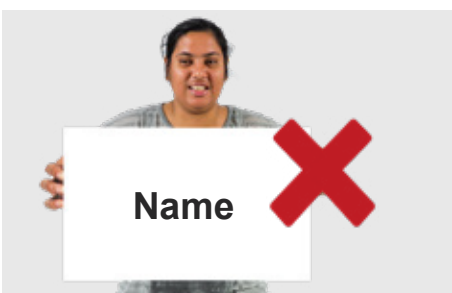
**Confidential** means we will only show your feedback to the staff who need to know.



You can tell us your name if you want to.



Or you can be **anonymous**.



**Anonymous** means you do not tell us your name so we will not know who you are.



You can fill out the next parts if you want to tell us who you are.



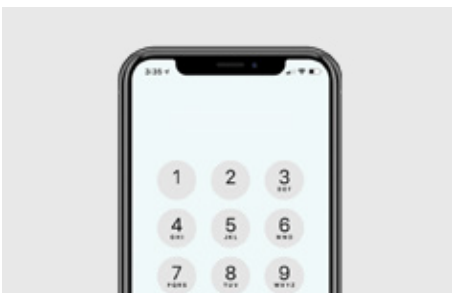
Your name.



Your address.



Your email.



Your phone number.



A1234567

Your **UMR number**.

**UMR number** is a number you get in hospital so staff can look up your information.



It is ok if you do not know your URM number.



# Type of feedback



What type of feedback are you giving?

You can tick more than 1 box.



I am happy with something



I am worried about something



I want to make a complaint



Something else.



Which hospital are you giving feedback about?

- Fiona Stanley Hospital

- Fremantle Hospital.

# Your feedback



Which part of the hospital do you want to give feedback about?

This might be a ward or clinic.



When did it happen?



What happened?



Who was a part of what happened?

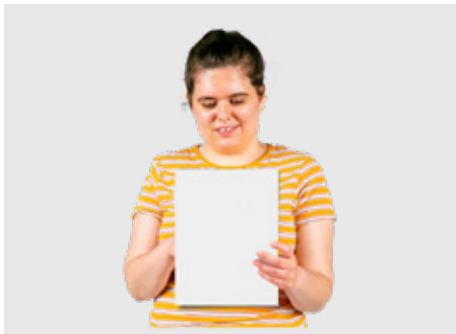


What do you want us to do about what happened?

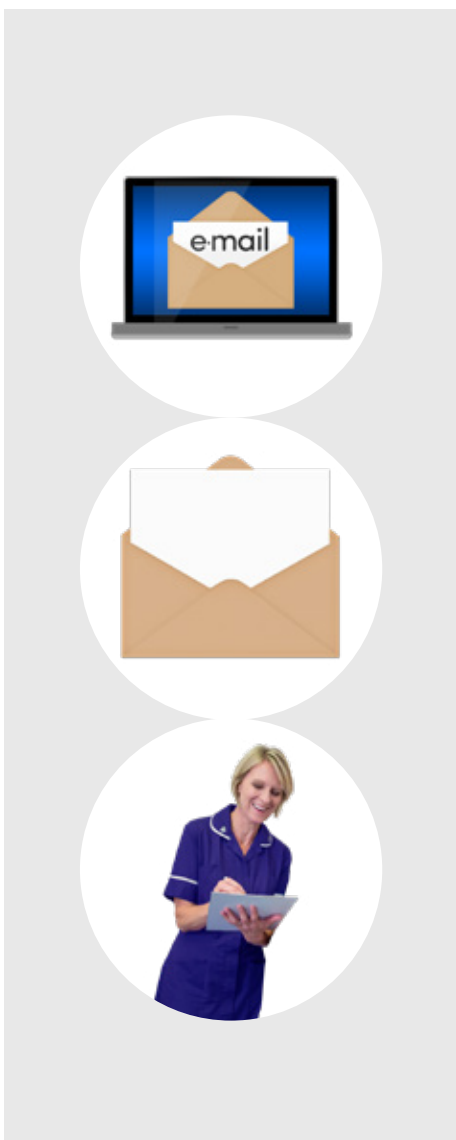


What is the date today?

## How to give us this form



You can give us this form in different ways.



You can

- Email it to us
- Send it to us in the mail
- Give it to a staff member.



You can also drop it into the **Patient and Family Liaison Service**.



The **Patient and Family Liaison Service** supports people in the hospitals to give feedback.



You can also put it in a **feedback box** at the hospital.

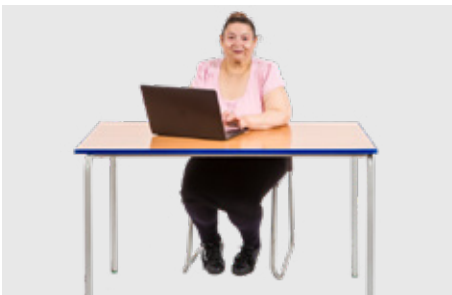


A **feedback box** is a box people can put their ideas in.

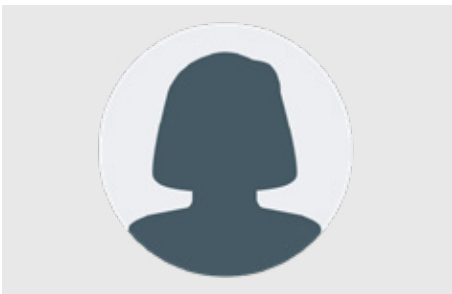
# Care Opinion



You can also give us feedback on **Care Opinion**.



**Care Opinion** is a website where you can tell your story about the health care you get.



The feedback on Care Opinion is anonymous.



To give feedback on Care Opinion you can go to

**[www.careopinion.org.au](http://www.careopinion.org.au)**



This website is not Easy Read.

You can ask for support to use it.

## Our contact information



You can use this contact information to give us your feedback.



If you want to contact **Fiona Stanley Hospital Patient and Family Liaison Service** you can

- Call us on 6152 4013
- Email us at  
**[FSHFeedback@health.wa.gov.au](mailto:FSHFeedback@health.wa.gov.au)**
- Go to our website at  
**[www.fsh.health.wa.gov.au](http://www.fsh.health.wa.gov.au)**.





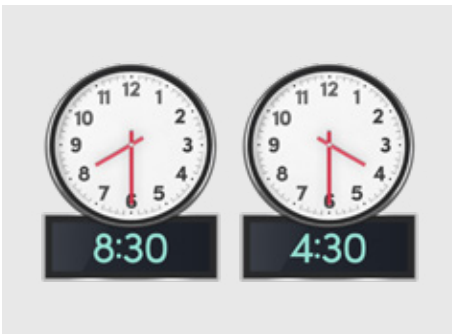
You can send us mail to

Patient and Family Liaison

**Fiona Stanley Hospital**

Locked bag 100

Palmyra DC WA 6961.



We are open from 8.30 am to 4.30 pm

Monday to Friday.



We are at the main hospital entrance near the reception desk.

If you want to contact **Fremantle Hospital Patient and Family Liaison Service** you can



- Call us on 9431 2787



- Email us at  
**FHFeedback@health.wa.gov.au**



- Go to our website at  
**www.fh.health.wa.gov.au.**



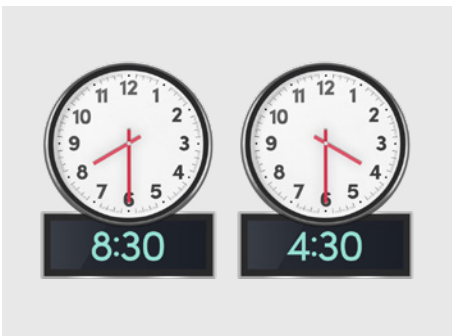
You can send us mail to

Patient and Family Liaison

**Fremantle Hospital**

PO Box 480

Fremantle WA 6961.



We are open from 8.30 am to 4.30 pm  
Monday to Friday.



We are on Level 5 of B Block.

Council for Intellectual Disability made this document Easy Read. **CID** for short.  
Email CID at **business@cid.org.au** if you want to use any of the pictures.



Government of **Western Australia**  
**South Metropolitan Health Service**  
**Fiona Stanley Fremantle Hospitals Group**

### **For staff only**

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