

‘Tell us about your healthcare experience’



‘Have your say’

Patient Reported Experience Survey – Paediatric Outpatients

Information for parents and carers

Queensland Health is asking patients and their parents and carers to take part in an online survey about their recent health care experience. These are known as Patient Reported Experience Measures (PREMs). This feedback will help us find out what we are doing well and what can be improved.

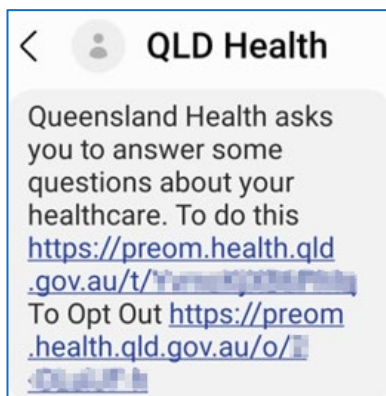
Who is included in the survey?

Most parents and carers of patients who had an outpatient appointment with Children’s Health Queensland will receive an invitation to take part in the survey.

How do I complete the survey?

A text message (SMS) will be sent **three (3) days after your child’s outpatient appointment with Children’s Health Queensland**. The SMS will be sent to the mobile phone number listed in their health record. The SMS will include a link to the survey. Your phone will need to be connected to the internet to complete the survey.

Example of the SMS:



The SMS will include characters at the end of the secure links. This makes the links unique for your child

After clicking on the first link, you can provide your email address to receive future surveys by email. You can also choose to receive future surveys by SMS.

An information page will open, followed by the survey page where you will be invited to take part. If you agree, you will be asked to complete a survey that has two parts: (1) Parent/Carer questions and (2) Child/Young Person questions.



The Parent/Carer questions will take about 10 minutes to complete. The Child/Young Person questions are for children aged 8 years or over and able to take part, with your agreement. These will take around 10 minutes to complete.

Do I have to take part?

Taking part in the survey is optional. Your child's health care will **not** be affected if you choose not to take part. All survey questions are also optional.

How do I answer the survey questions if my child had more than one outpatient appointment in one day?

Answer the survey questions about your and your child's experiences at the last outpatient appointment attended for the day.

What will the survey results be used for?

Your and your child's feedback will help us find out what we are doing well and what can be improved. Your feedback will be combined with others and provided to Children's Health Queensland. If you include the names of staff, these will not be removed and will be seen by Children's Health Queensland. Your and your child's feedback will not affect your child's health care.

Please note individual concerns cannot be responded to. If you have any health concerns, please contact your GP or health care provider. If you or your child have a concern about the care they received, please contact Children's Health Queensland.

If your feedback shows something that may be of serious concern, selected Children's Health Queensland staff will be able to see your child's name. Staff will check the feedback and contact you if needed.

Will the information be kept confidential and secure?

The survey system is Questionnaire Manager and is provided by Philips Electronics Australia Limited.

All information you and your child provide will be securely stored in Australia and handled in line with the *Information Privacy Act 2009* (Qld) and *Hospital and Health Boards Act 2011* (Qld). The information will not be used or shared without your consent, unless allowed or required by law.

For information about how Queensland Health protects your child's personal information, visit www.health.qld.gov.au/global/privacy. To learn about rights to access your child's personal information, visit www.health.qld.gov.au/system-governance/contact-us/access-info/rti-application.

What can I do if I do not want to receive a survey?

If you do not want to receive an SMS inviting you to take part in a survey, or do not want your child's name and contact information to be provided to Philips, contact 13 HEALTH (13 43 25 84).

How can I make a compliment or complaint about the health service?

The survey is not the way to make a complaint. If you would like to share a compliment or make a complaint about Children's Health Queensland, information on how to do this is available at www.childrens.health.qld.gov.au/chq/get-involved/feedback/.

Where can I find more information?

For more information about Queensland Health Patient Reported Experience and Outcome Measures visit www.health.qld.gov.au/preom or scan the QR code.

For help to complete a survey contact 13 HEALTH (13 43 25 84).

