



Patient Reported Experience Survey Queensland Children's Hospital Emergency Department

Have your say about your child's healthcare experience

Information for parents and carers

Queensland Health is asking patients and their parents and carers to answer some questions about their recent hospital experience. A survey may be sent to you and is known as a Patient Reported Experience Measure. Your 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 will be invited to take part in the survey after their child has left the Emergency Department at Queensland Children's Hospital.

We ask that a parent or carer who went with their child to the Emergency Department answers the questions in the Parent/Carer section of the survey.

If your child is aged eight (8) years or over and able to take part, there are extra questions for them to answer.

If your child is admitted to hospital after leaving the emergency department, or visits an outpatient clinic, you may also receive invitations to take part in separate surveys about the inpatient or outpatient care.

How do I complete the survey?

You may receive a text message (SMS) from **QLD Health** asking for feedback. Click on the link in the SMS to share your experience. Your feedback will be secure and confidential.

The SMS will be sent to the mobile phone number listed in your child's hospital record. It will be sent **two (2) days after your child leaves the Queensland Children's Hospital Emergency Department**. Your phone needs to be connected to the internet to complete the survey. This is an example of the SMS:

Queensland Health asks you
to answer some questions
about your child's healthcare.
To do this
<https://prm-msg.health.qld.gov.au//XXXXXXXXXXXXXX>
To unsubscribe
<https://prm-msg.health.qld.gov.au//XXXXXXXXXXXXXX>



The links in the SMS will include characters at the end. These make the links secure and unique for your child.

The survey will ask some questions about the care and treatment recently received at the Emergency Department. It will take about 15 minutes to fill out.

At the end of the survey, you can provide your email address to receive future surveys by email.

Do I have to take part?

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

What will the survey results be used for?

We value your feedback as it helps us find out what we are doing well and what can be improved. Your child will not be identified in the survey results. Your feedback will be grouped with others and the combined results shared with your hospital.

If you include the names of any people in your answers, these will not be removed and will be seen by the hospital. Your and your child's feedback will not affect your child's health care.

Will the hospital see my answers?

The hospital will not contact you about your or your child's responses. All answers are strictly confidential and no identifying information can be used to follow up with you.

However, if your feedback shows a serious allegation where it is required by law that your child is identified, Queensland Health is authorised to request a hospital staff member contact you to discuss your feedback.

If you have any health concerns about your child, please contact your GP or healthcare provider.

Will the information be kept confidential and secure?

The survey system is called ZEDOC and is provided by The Clinician Limited.

All information you and your child provide will be securely stored in Australia and managed 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 how to access your child's personal information, visit www.health.qld.gov.au/system-governance/contact-us/access-info/rti-application.

How can I make a compliment or complaint?

The survey is not the way to make a complaint. If you would like to make a complaint or share a compliment about the health service, visit www.childrens.health.qld.gov.au/chq/get-involved/feedback/

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

If you receive an SMS invitation, click on the unsubscribe link to stop future survey messages. If you do not want your child's name and contact information sent to the survey system, contact 13 HEALTH (13 43 25 84).

Where can I find more information?

For more information visit www.health.qld.gov.au/prm or scan the QR code.

