



## Patient Reported Experience Survey – inpatients

### Frequently asked questions (FAQ)—for patients

Thank you for your interest in the Queensland Health patient reported experience survey. You may find the following information useful.

#### **Select a topic to view further information:**

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*Survey details*

*Completing the survey*

*Changing or deleting responses*

*Accessing the survey*

*Reminder*

*Technical questions*

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*Opting out*

*Privacy and confidentiality*

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### Background information

#### **What is the purpose of this survey?**

Your views about your hospital experience and your level of satisfaction with the healthcare provided are very important in helping us find out what we are doing well and what can be improved. We use patients' feedback to help identify and prioritise areas for improvement.

We are trialling a new way for you to share your experiences by sending you a text message (SMS) with a link to an online survey relating to your hospital stay.

#### **What are PREMs?**

Patient Reported Experience Measures (PREMs) provide information about patients' experience during their hospital visit. The patient reported experience survey will ask patients about their experience with the care they recently received at the hospital, and ask parents/carers of young patients about their experience with their child's hospital care.



### ***What is QuestLink?***

QuestLink, the system Queensland Health is using to survey patients is provided by Philips Electronics Australia Limited. QuestLink is an online data collection and reporting system used by Queensland Health to capture patients' feedback about their experience of care in Queensland's public hospitals. All patient information and survey data are stored securely in Australia and Philips will only access this information if they need to provide technical support.

## **Survey details**

### ***Who is invited to take part in the survey?***

This is a survey of patients who were admitted to hospital for at least one night. It does not include outpatients or emergency department patients. Eligible patients of all ages are included in the survey.

For patients aged less than 18 years, a parent or guardian will be invited to provide feedback about the care provided and we would like an adult who spent time at the hospital with the patient to complete the survey.

For mothers who have recently given birth and received care at the hospital, the questions will just be about the care you received.

### ***How long will it take to complete?***

If you agree to do the survey, you will be asked to complete a short questionnaire that will take about 5 minutes. After this, you will be invited to answer some further questions about other aspects of the care you/your child received that will take about 10 minutes. You can choose whether you continue to the longer questionnaire or stop when you have completed the short one.

### ***When can I expect to receive the survey?***

A link to the online survey will be sent to the mobile phone number listed in your hospital record via a text message (SMS) two days after you leave hospital.

### ***How is the survey conducted?***

A SMS from Queensland Health will be sent to the mobile phone number listed in your hospital record. Clicking on the link will take you to the online survey. You will have the option of providing your email address to receive any future surveys by email to complete on any mobile device or personal computer. You can also choose to continue to be contacted by SMS, or both email and SMS.

A welcome page will then provide some information about the survey and invite you to participate. If you agree, the first question will then appear.

At the end of the survey click the Final Save button to save your responses. Your survey responses will be grouped up with others and results will be presented to the hospital where you received care and Queensland Health, in a way that does not allow any individual's answers to be identified.

### ***What will the survey results be used for?***

All survey information is collected for Queensland Health and Hospital and Health Services for the purpose of evaluating, monitoring or planning health services. Your feedback helps us find out what we are doing well and what can be improved.



Your survey responses will be grouped with others and the combined results presented to the hospital where you received care and Queensland Health. However, if your survey responses show something that may be of serious concern, you will be identified, and your response reviewed by hospital staff who may contact you.

As individual survey responses are not monitored at all times, if you are experiencing any significant health concerns, please contact your GP or health care provider directly.

Please make a complaint or contact the hospital directly if you have a concern about the care you received.

If your response includes any names, such as of hospital staff or your own, these cannot be removed and will be visible to the hospital.

## Completing the survey

### *Do I have to take part?*

Taking part in the survey is voluntary and your/your child's hospital care will not be affected if you choose not to participate. You do not need to answer any question you do not wish to.

### *If I attended more than one service during my hospital stay, will I receive multiple surveys?*

You will only receive a survey if you have an overnight hospital visit. If you are admitted to one hospital, then transferred to another you will receive a survey about each hospital.

### *How do I answer the survey questions if I was in multiple wards during my hospital stay?*

When answering the survey questions please think about your experiences in the ward where you/your child received care before leaving hospital.

### *If I attended hospital more than once recently, which visit will the survey be about?*

If you agree to participate in the survey in the Welcome page, the date of the hospital visit it relates to will be stated in the first question of the survey.

### *Will the hospital monitor my responses?*

Individual responses to the survey are not monitored. If you are experiencing any significant health concerns, please contact your GP or health care provider. Please make a complaint or contact the hospital directly if you have a concern about the care you received.

If your survey response shows something that may be of serious concern, you will be identified, and your responses will be reviewed by hospital staff who may contact you.

### *Can someone else like my family or carer complete the survey for me?*

Yes, if you share the survey link with a family member or carer, they can complete the survey with you or on your behalf.

For patients aged less than 18 years, the survey will be sent to their parent/carers. We would like an adult who spent time at the hospital with the patient to complete the survey with them or on their behalf.



### ***Can I stop doing the survey and come back to finish it later?***

Yes, you can stop the survey at any time and your survey results will be saved. When you're ready to continue the survey, just click the same link in the SMS or email that you used the first time to reopen the survey.

You can also pause the survey, by clicking on the Pause button – it is in the blue banner at the top right of the window. Click on the circle with two vertical lines inside and a message will appear asking you to confirm that you want to pause. Click on Pause again.

### ***How do I submit my answers?***

At the end of the survey, scroll up to the top of the screen or down to the bottom and click the Final Save button on the right-hand side to submit your responses.

## **Changing or deleting responses**

### ***I completed a survey but now I want to change my answers***

Click on the survey link that you received to re-open the survey. Click on Next or Previous buttons at the bottom of the screen to find the question you wish to change and reselect your answer.

If the survey will not reopen or says it is already completed, please phone 13 HEALTH (13 43 25 84) and request to change your answers.

If you enter any names in your survey response, such as of hospital staff or your own, these cannot be removed and will be visible to the hospital, unless you change your answers.

### ***I completed a survey but now I want to delete all my answers***

To delete your full survey response, please phone 13 HEALTH (13 43 25 84).

## **Accessing the survey**

### ***I received a SMS but cannot open the link***

To open the link, you need internet access on your mobile phone. The survey will work on both Android and Apple smart phones.

### ***Can I complete the survey without internet access?***

No, unfortunately the survey is only available online and always needs internet access for you to complete and submit your responses.

### ***Can I complete the survey on paper?***

No, the survey is only available online as we are trialling a new way for you to share your experiences and provide them back to the hospital instantly. This allows the hospital to review the combined results from survey responses in more responsive and timely way.

### ***Is the survey available in other languages?***

At this stage the survey is only available in English.



### ***Can the hospital provide a tablet or mobile phone for me to complete the survey?***

No, at this stage the hospital does not have equipment for you to do the survey online. Because the survey link is unique to you, another person cannot give you their survey to complete.

### ***Why didn't I get sent a survey?***

You will only receive a patient reported experience survey if you had an overnight hospital visit at a participating hospital and have a mobile phone number listed on your hospital record.

A list of current surveys and participating hospitals can be found at [www.health.qld.gov.au/preom](http://www.health.qld.gov.au/preom), in the Patient Reported Experience Measures (PREMs) section.

## **Reminder**

### ***Why did I get a reminder SMS or email?***

If you do not complete the survey, you will receive one reminder message five days after receiving the first message. The link in the message will take you to the original survey.

## **Technical questions**

### ***The link in the SMS or text message has expired***

The survey closes after two weeks and the link expires. Unfortunately, it is not possible to complete the survey after that time.

### ***Which internet browser do I need to use?***

It is best to use Chrome, Microsoft Edge, Mozilla Firefox or Safari. But it is best not to use IE—Internet Explorer.

### ***The text is too small – how can I make it bigger?***

You can make the text bigger by:

- smart phone or table device – putting two fingers on the screen and moving them apart
- computer – holding down the Ctrl key while rolling the mouse wheel upwards.

### ***An error message appeared on the screen***

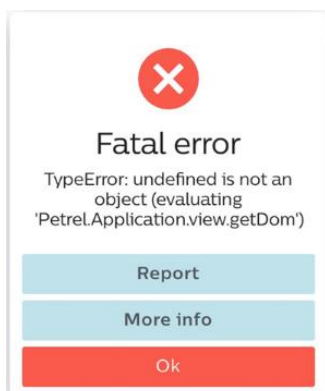
If an error message appears on the screen while you are completing the survey, try to click on the Next, Previous or Final Save button if you see any of these. Otherwise, close your internet browser and click on the survey link you received via SMS or email to reopen the survey.

If you are still unable to open the survey or complete it, please phone 13 HEALTH (13 43 25 84) for assistance.



### *I received a fatal error message after clicking on the link*

If a fatal error message like the one below appears on your screen after clicking on the survey link, close your internet browser. Wait for 30 minutes or more before clicking on the link again to recommence the survey.



If the fatal error message appears again, you may need to clear the data or cache for your browser on your phone. To do this, please follow the instructions below for an iPhone (iOS) or Android mobile phone.

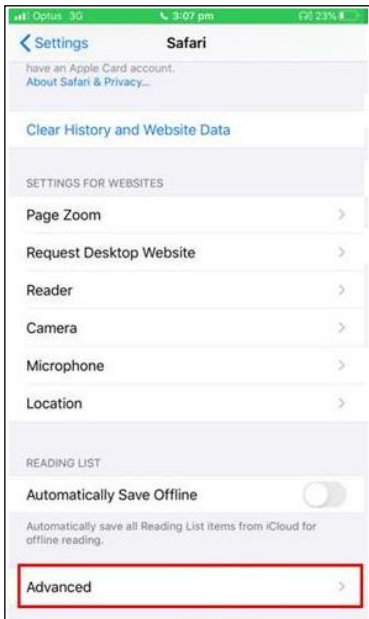
### **To clear browser data on an iPhone**

1. Go the settings on the iPhone and scroll down and select Safari

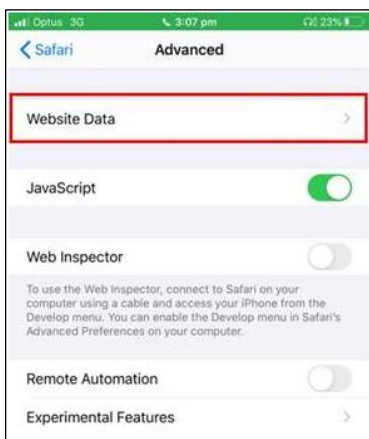




2. Select Advanced at the bottom

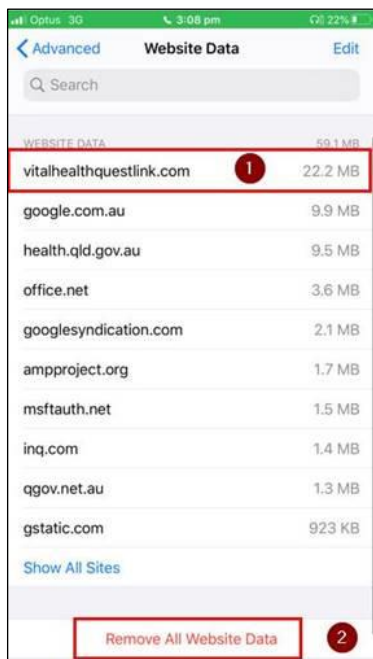


3. Click Website Data - this will show you the list of websites currently holding data on your mobile phone





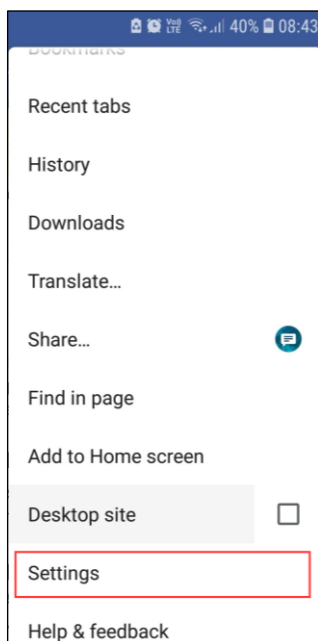
4. In the list you should see vitalhealthquestlink.com, which is the survey system Queensland Health is using. After the list, select Remove all Website Data



5. Close Settings and try clicking on the survey link to start the survey. If you are still unable to open the survey or complete it, please phone 13 HEALTH (13 43 25 84) for assistance.

### To clear browser data on an Android phone

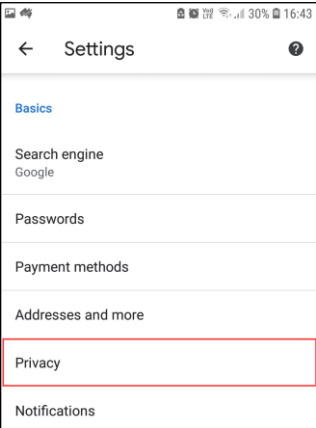
1. Open the internet browser you use on your phone, e.g. Chrome, and open Settings



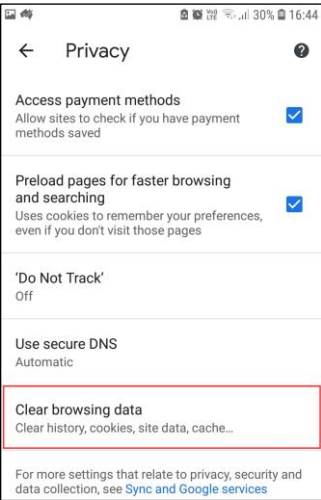




2. In Settings, scroll down and click on Privacy

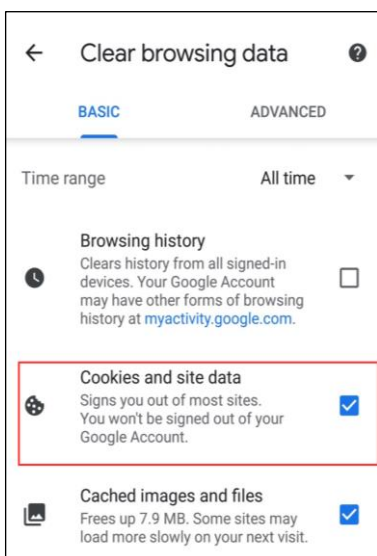


3. Click on Clear browsing data

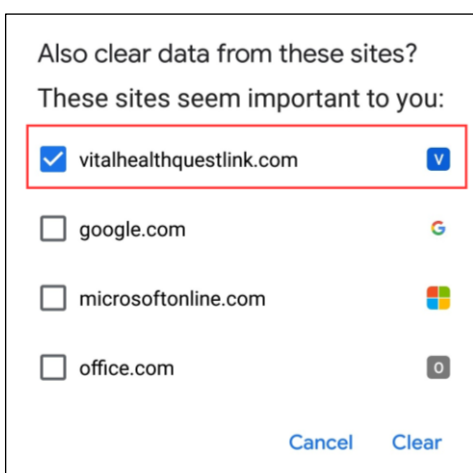




4. In the Clear browsing data screen, select the tick box next to Cookies and site data



5. In the list you should see vitalhealthquestlink.com, which is the survey system Queensland Health is using. Select the tick box next to vitalhealthquestlink.com and select Clear at the bottom of the page

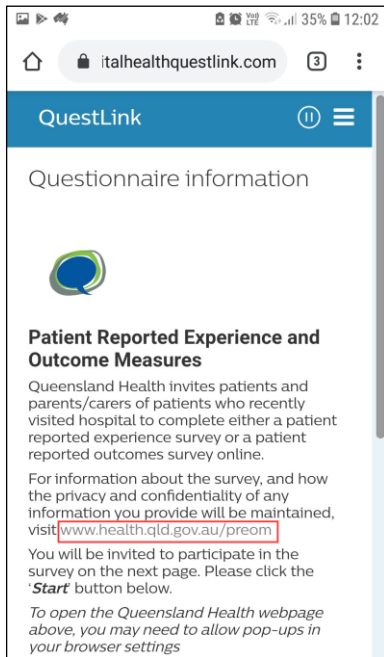


6. After your browser data is cleared, close Settings and try clicking on the survey link to start the survey. If you are still unable to open the survey or complete it, please phone 13 HEALTH (13 43 25 84) for assistance.

### ***How can I open the webpage links within the survey?***

Throughout the survey there are links to the following two Queensland Health webpages:

- [www.health.qld.gov.au/preom](http://www.health.qld.gov.au/preom) - for more information about the survey
- [www.qld.gov.au/health/contacts/complaints](http://www.qld.gov.au/health/contacts/complaints) - if you would like to share a compliment or make a complaint about the health service.



If you click on any links in the survey and the website does not open, you may need to allow pop-ups in your browser settings. Follow the instructions below to do this.

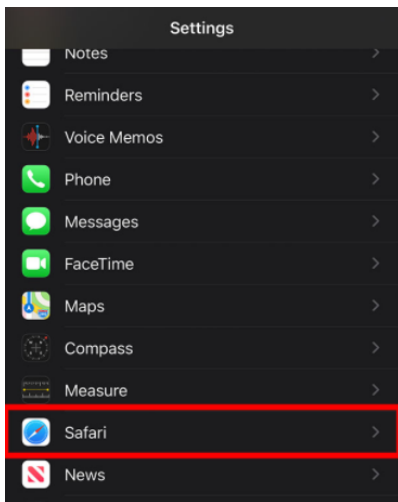
If you click on a link and see this screen below, check the tick box next to Always accept this domain, and select Yes.



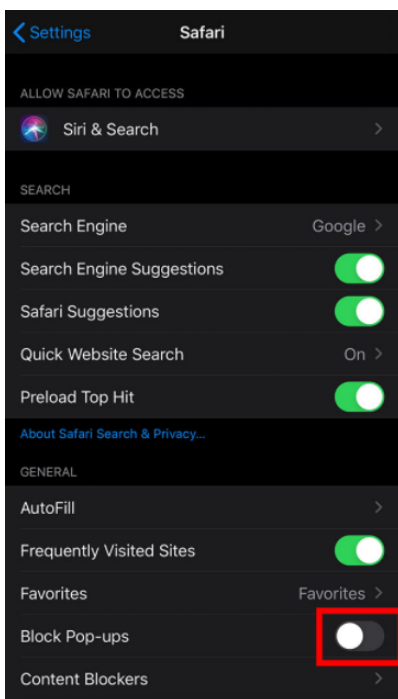


## To allow pop-ups on an iPhone

1. Open the Settings app (the gear-shaped icon). Scroll down and select Safari



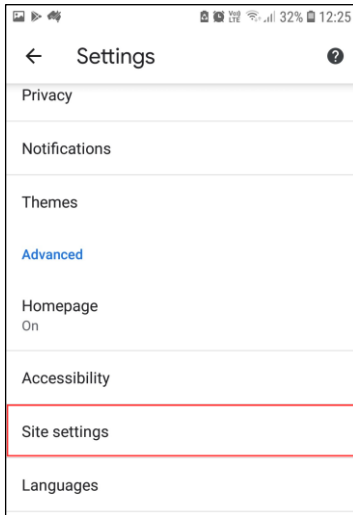
2. Turn off the toggle next to Block Pop-ups so it is not green.



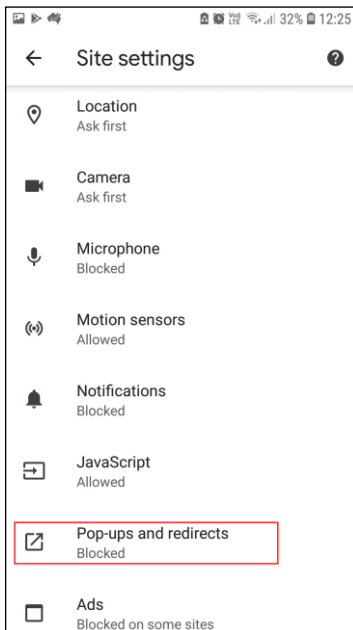


## To allow pop-ups on an Android phone

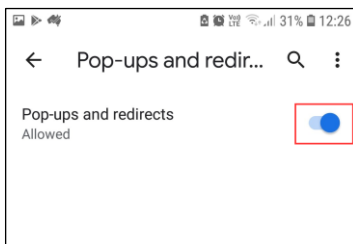
1. Open the internet browser you use on your phone, e.g. Chrome, and open Settings. Scroll down to Advanced and select Site settings



2. In Site settings, select Pop-ups and redirects



3. In Pop-ups and redirects, select the toggle button so it shows as blue, which allows pop-ups



4. Close Settings and try clicking on the link to the webpage in the survey again.



## Email

### *Why should I provide my email address?*

If you would like to be contacted by email for any future surveys, you can enter your email on the first screen.

If you choose to provide your email address, it will be stored securely in Australia by Philips Electronics Australia Limited, the company conducting the surveys on behalf of Queensland Health. Your email address will only be used to contact you for any future Queensland Health patient reported experience surveys or patient reported outcomes surveys. It will not be used for any other purposes or transferred to Queensland Health or any other company.

### *How do I know the email is not spam?*

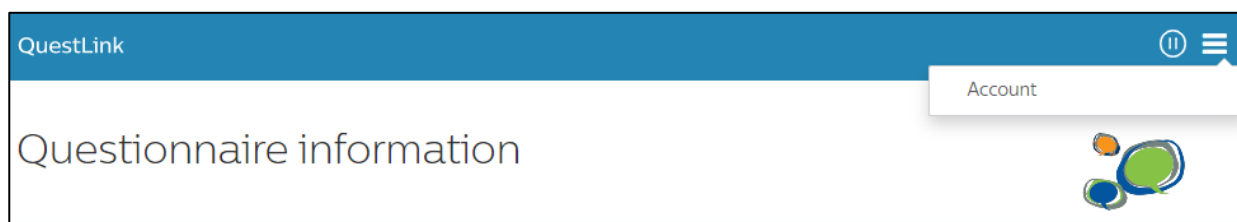
The sender of the email will be Queensland Health, from the email address [preom@health.qld.gov.au](mailto:preom@health.qld.gov.au).

Below is an example of what the email will look like -



### *How can I change my email address?*

You can change your email address by clicking on the survey link you received in an SMS or email. After the survey has opened in a new webpage, click on the top right-hand menu (shown as three horizontal lines) and select Account.





You can update your email address in the Account window. To receive messages by email, click the first toggle button so it shows as blue. If you also wish to receive survey invitations by SMS, click the second toggle button so it is blue.

The screenshot shows a window titled "Account" with a close button (X) in the top right corner. It contains two toggle switches, both of which are turned on (blue). The first toggle is labeled "Keep me informed by email" and is positioned above an input field containing "youremailaddress@com.au". The second toggle is labeled "Keep me informed by SMS" and is positioned above an input field containing "+61xxxxxxxx". At the bottom right of the window is a blue button labeled "Save and Close".

## Opting out

### *What if I do not wish to complete the survey?*

Taking part in the survey is completely voluntary. Your decision will not affect any future hospital care or treatment you may receive. You do not need to answer any question you do not wish to.

### *How do I stop receiving messages about the survey?*

If you do not want to receive further messages (SMS or email) or be invited to participate in any future Queensland Health patient reported experience surveys and patient reported outcome surveys, you are able to opt out by clicking the opt out link at the end of the SMS or at the bottom of the email.

### *I opted out of surveys. How can I opt back in?*

If you change your mind and would like to be invited to participate in any future survey, click on the opt out link provided at the end of any SMS or bottom of any email you have received inviting you to complete a survey.

The Opting in for messages page will appear in a new internet page. Click on the Subscribe button to receive notifications for any future surveys.

The screenshot shows a page titled "Opting in for messages" with the Queensland Government logo. The main heading is "Opting out cancelled" with a sub-message: "Thank you for choosing to continue to receive notifications for any future surveys." A smaller, semi-transparent window is overlaid on the right side, showing a green checkmark and the text "You are successfully subscribed" with a sub-message: "Thank you for subscribing to our notifications, from now on you will receive notifications." At the bottom of the main page, there are two buttons: "Cancel" and "Subscribe". The "Subscribe" button is circled in red.



If you cannot find a SMS or an email with the opt out link, please contact 13 HEALTH (13 43 25 84) and tell them you wish to opt back in.

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

If you do not want your name and mobile phone number and other information to be provided to Philips, please contact 13 HEALTH (13 43 25 84).

## **Privacy and confidentiality**

### ***How did QuestLink get my name and contact details?***

Eligible patients who have received health care in one of Queensland Health's hospitals participating in the program within the survey period have been selected from the hospital records to participate in the surveys.

The use and disclosure of confidential patient information to invite patients to complete a PREMs or PROMs survey without your consent is permitted under section 150 of the *Hospital and Health Boards Act 2011 (Qld)* for evaluating, managing, monitoring or planning health services.

Patients' names and contact details have been provided to Philips Electronics Australia Limited to conduct the survey as authorised by the Director-General, Queensland Health under section 160 of the *Hospital and Health Boards Act 2011 (Qld)*.

### ***How confidential is the information I provide?***

All survey information is collected for Queensland Health and Hospital and Health Services for the purpose of evaluating, monitoring or planning health services. Any information you provide will be securely stored in Australia and handled in accordance with the *Information Privacy Act 2009 (Qld)* and *Hospital and Health Boards Act 2011 (Qld)* and will not be used or disclosed without your consent, unless authorised or required by law.

For information about how Queensland Health and the hospital protects your personal information, and to learn about rights to access your own personal information, please visit [www.health.qld.gov.au/global/privacy](http://www.health.qld.gov.au/global/privacy) and [www.health.qld.gov.au/system-governance/contact-us/access-info/rti-application](http://www.health.qld.gov.au/system-governance/contact-us/access-info/rti-application).

Your survey responses will be included with others and the combined results presented to your hospital. However, if your survey responses show something that may be of serious concern, you will be identified, and your response reviewed by hospital staff who may contact you.

### ***Why am I asked for my responses to be used for research?***

The hospital, health services or researchers may request access to survey responses in the future so they can undertake projects to inform health policy development, health service planning and evaluation.

At the end of the survey you will be asked if you give permission for your survey responses and identified details to be transferred to Queensland Health and to be linked to some information about your hospital visit, for health services or researchers to use in the future. If you agree, your responses and identified details will be stored securely within Queensland Health until they are no longer required. Individuals' identities, names and addresses will not be included in any project results.





The secondary use and disclosure of health information necessary for research or statistical analysis, on the condition it is relevant to public health or safety, is allowed under the National Privacy Principle (NPP) 2(1)(c) of the *Information Privacy Act 2009* (Qld).

## Complaints and compliments

### *How can I make a compliment or complaint about the hospital?*

Individual responses to the survey are not monitored, therefore if you have a concern about the care you received, please make a complaint or contact the hospital directly.

If you would like to share a compliment or make a complaint about the health service, information on how to do this is available at <https://www.qld.gov.au/health/contacts/complaints> . You may also like to contact the patient liaison service at the hospital where you received care.

If you have already raised your concerns with the hospital and your complaint has not been resolved, or if you do not wish to talk to the hospital, you may contact an independent agency, the Office of the Health Ombudsman on 133 646.

## Further information

### *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](http://www.health.qld.gov.au/preom), or for help with a survey contact 13 HEALTH (13 43 25 84).

We hope you will take part in the survey. Your feedback is important, and we value your involvement in making our hospitals better.