

# TELL US WHAT YOU THINK



Mercy Health is committed to improving the services we deliver to our patients. To help us hear what you think, we are inviting you to take part in a patient experience survey. Your answers will guide us on what we do well and what needs to improve.

## Why is this survey important?

Hearing directly from our patients, in a timely manner, is very important. Your answers to the survey questions will help us identify and act on areas that we need to improve. Receiving your answers in real-time (meaning quickly), allows us to act quickly on areas that need fixing. This means better health outcomes and experience for everyone.

## What will Mercy Health do with the answers from the survey?

Your survey answers are **anonymous**, unless you wish to identify yourself in the survey. Your answers are available to us as soon as they are submitted. We will look at the results daily to see what we do well and what we can improve.

Our staff and improvement teams will work together to make our service better based on the results we see. Some improvements will happen quickly. Others, that are more complex, may take a little longer.

## Who is invited to participate in the survey?

Most patients who have given us their email will receive the survey invitation a few days after their discharge or appointment visit. Some patients, who have been in multiple areas of our hospital, may receive email invitations for two surveys.

If you receive the email(s), we invite you to click the link and share your experience by completing the questions.



## How to make sure you get an invitation to the experience survey?

When you are with us, either as an inpatient or outpatient, ask staff to check your contact details. **Giving us your current email address is very important.** Doing this makes sure you receive an email invitation directly into your inbox.

Remember, it is important you have a say about what we did well and what we could do better. Your answers help us to make sure we are working on what is **most important to you** and all of our patients.

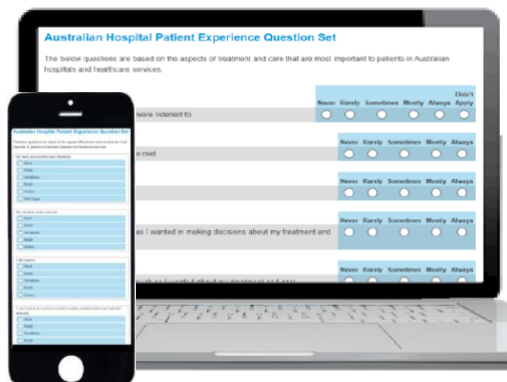
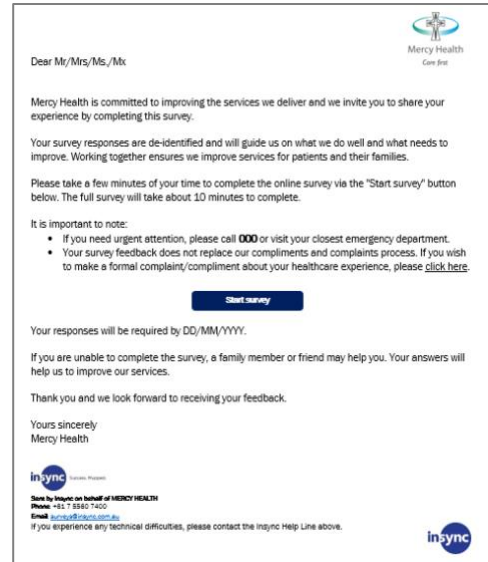
## How will you recognise your email invitation?

In a world of spam and phishing we understand how hard it is to know what emails are safe to open and read.

To help you identify our email as safe, you will notice it comes from a sender called 'Insync'. The email invitation will look like this.

## When will you receive the email invitation?

Your invitation to take part in the survey will arrive a few days to two weeks after you have been discharged or been seen at your appointment.



## Is the survey easy to complete?

The link to the survey is included in your email invitation. When you click the '**Start Survey**' button, it will take you straight to the survey questions. The survey takes about 10 minutes to complete and is **available in multiple languages**.

You can choose to do your survey on a computer, tablet or mobile phone and it is also screen reader friendly.

## What will happen if you don't complete the survey?

Your care stays the same whether you choose to do or not do the survey. Your feedback is important to us and we believe people should have more than one opportunity to tell us what they think. If your first survey goes unanswered, then you will receive a reminder survey.



## For more information

If you have any questions about the patient experience survey, please email: [SurveyExperience@mercy.com.au](mailto:SurveyExperience@mercy.com.au)

In the event of an emergency, please dial **000** for an ambulance or go to your nearest Mercy Health or other hospital emergency department.