

Your experience of service survey



What is the 'Your experience of service survey'?

The survey is designed to gather information from consumers about their experiences of care. It aims to help health services and service users work together to build better services. The survey is being undertaken by Primary and Community Care Services Ltd (PCCS) which coordinates and funds the services that you receive.

Are my answers confidential?

The survey does not record your name, date of birth or any details that will identify you. Your answers will not be used to identify you. Services will receive combined feedback based on groups of people. They will also receive a list of all comments made.

Who will call me to complete the survey?

Bheard has been engaged to telephone a sample of service users to ask them about the services they have received. Bheard is a specialist feedback service and is independent from your service provider. Bheard will ensure that your feedback is reported to the service and the organisation funding the service.

Do I have to complete the survey?

The survey is entirely voluntary, you do not have to complete the survey. You may complete all or part of the survey. Your decision to complete the survey will not have any affect on your access to services.

How long does the survey take?

The survey takes 5 to 10 minutes to complete over the telephone. If Bheard contacts you, you will be asked whether you would like to complete the survey, whether now is a good time, or whether you would you like to arrange a better time to go through the survey.

Can I do the survey online?

If you would prefer to complete the survey online, let us know when we contact you and we will send you a link to an online survey tool.

Where can I get help to complete the survey?

Feel free to ask a friend, family member, carer or any other person to help you complete the survey. We can arrange a call back time that suits both you and the person helping you complete the survey.

What will happen to my feedback?

Your feedback will be combined with other people feedback in a report that helps services to identify what it is they do well and what they could do better. Services will then use these reports to identify areas where they can improve their service.

Are there other ways I can provide my feedback about services?

The survey provides anonymous feedback to services. If you need to lodge a complaint or raise a specific issue you can do this via the PCCS website: <http://www.pccs.org.au/about-us/feedback/comments-compliments-complaints/>

Where can I get more information?

For more information about Primary and Community Care Services and what it does, or about the survey, please see <http://www.pccs.org.au/about-us/> or phone (02) 9477 8700

If you would like to know a little more about Bheard or to arrange a time to complete the survey please see www.bheard.com.au or contact listen@bheard.com.au or free call 1800 925 520