

## Patient Forums

The Council arranges independent facilitation for patient forums and surveys to give current and past patients, their carers and families the opportunity to raise any health related issues, give any positive or constructive feedback and make any suggestions for improvements to patient care and services.

These forums are advertised in the department where the forum is being held and patients are encouraged to attend.

## Council Meetings

The Council meets on the second Tuesday of each month.

## Council Membership

Council membership endeavours to reflect the broad community serviced by the Hospital and includes community members with experience as users of the Hospital services, members representing special interest/ chronic illness groups and organizations and Hospital staff from such areas as Patient Liaison Service and Executive.

Council recruit new members by advertising within the Hospital and the community.

The independent Chair of the Council is appointed by the Hospital's Executive Director.

If you have any concerns or suggestions relating to patient care and services please contact the Nurse Co-Director of the Medical Specialties Division via telephone number 93464448

Produced by

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Government of **Western Australia**  
Department of **Health**  
Sir Charles Gairdner Hospital

## Community Advisory Council



*“actively providing and encouraging  
community participation to improve  
patient care and services”*

Delivering a **Healthy WA**





## Council's Role

The Council provides a vital link between the Hospital, its patients and the local community. Members provide a consumer's perspective on Hospital services and operations. They review the performance of the Hospital and provide advice and input to the Hospital Executive.

Ways the Council assist includes –

- ◆ Review the Hospital's performance of Hospital services
- ◆ Provide input into policy review
- ◆ Review patient information
- ◆ Facilitate the participation of appropriate consumer representation on Hospital committees
- ◆ Review Hospital responses to patient / carer complaints
- ◆ Provide a consumer perspective on activities and projects that impact on the Hospitals care and services



## In Particular the Council will

Support patient and staff rights and responsibilities in line with the Western Australian Public Patients Hospital Charter

Encourage effective communication between –

- ◆ Patients and staff
- ◆ Care providers within the Hospital
- ◆ Hospital care providers and external health providers
- ◆ The Hospital and community

Provide feedback to the Hospital Executive and Medical Departments to improve patient care and services.

## Problems and Complaints

The Council discusses any issue of concern raised by patients, their carers/families and staff in facilitating improved patient care and services

The Hospital also has a Patient Liaison Service for those who wish to comment on our services either by providing feedback, suggestions, compliments or complaints. We would encourage you initially to discuss any concerns with the staff involved or to ask to speak to a more senior person.

If you are unable to resolve the matter you are encouraged to contact the Patient Liaison Service on 9346 2867 or email: [SCGHPatient Liaison Services@health.wa.gov.au](mailto:SCGHPatientLiaisonServices@health.wa.gov.au)

All complaints will be investigated and every effort made to rectify problems.

