

A WELCOME FROM THE CEO

More and more we are learning about the importance of consumer experience stories being shared online and publicly. In this way, everyone (e.g. staff, consumers, researchers, policy makers) can benefit in helping make our health and care system the best it can be. I hope you find some interesting things in this 2nd edition of our newsletter.

KEN WYATT PAYS PATIENT OPINION A VISIT

In late July the Patient Opinion team welcomed Hon. Ken Wyatt in our offices. Since the beginning of the year, Ken Wyatt has been the Minister for Aged Care and Australia's first Minister for Indigenous Health. We met with Mr. Wyatt to outline everything we do at Patient Opinion Australia

and also what we do for aged care at Care Opinion Australia. As Mr. Wyatt and our team share a lot of the same passions for improving Australia's health and aged care, this was a very exciting and important meeting and we hope to have many more in the future!



Patient Opinion CEO, Michael Greco, with Hon. Ken Wyatt, MP.

"SO YOUR WEBSITE NOT ONLY ALLOWED ME TO GIVE FEEDBACK, BUT TO GET HELP WHILE STILL IN HOSPITAL, WHEN I FELT I HAD RUN OUT OF OTHER OPTIONS. THANK YOU FOR MAKING A DIFFERENCE!"

*- Jen Morris,
Healthcare advocate.*

SUBSCRIBER ACTIVITY

Firstly, we'd like to share a warm welcome to the Primary Health Network's (PHNs) from the Western Queensland region and Central Queensland Wide Bay Sunshine Coast region! It's great to see Queensland's growing dedication to patient engagement and health service quality improvement! Also, a special congratulations is in order for South East Sydney and East Metropolitan (WA) for both reaching 50 stories! South East Sydney reached their first 50 stories within 6 months which is one of the quickest rates ever! As well as this, the Kimberley Region have passed the 100 mark, now totaling over 250 stories for all of the Western Australia Country Health Services. Hopefully our new Queensland subscribers can follow in your footsteps!

STORIES ARE HEARD FOR CHANGE

I'm sharing this story about our recent healthcare experiences so that frail persons don't suffer as my wife did. Recently my wife required a cardiac appointment in Broome. This involved a morning flight from Mulan to Halls Creek; waiting for... [Read more.](#)

Firstly I want to apologise again for your wife's experience in Broome. It was very good of your friend to notify us of your wife's situation at the time, and I am pleased the PATS officer on the day was able to make contact with your wife and her escort to provide them with some refreshments... [Read more.](#)

Yes, we have made several improvements. Here's the current situation: The PATS booking service has been increased from 5 days to every day of the week, from 0800hrs to 1600hrs, by phone or email. This ensures that, every day, a PATS officer is able to make a booking... [Read more.](#)

MEET THE TEAM

Sue Palmer

Client Liaison Officer



What is your role at POA?

My role at PO is multifaceted and continuously evolving. One of my key responsibilities is managing incoming stories so that services understand their strengths and areas for improvement. Achieving positive outcomes for all stakeholders often requires a lot of extra work behind the scenes – acknowledging and supporting the story teller's experience, but equally supporting service providers to improve their own systems and processes. I also attend forums, run teleconferences & try to spread our passion for the consumer voice so services know how they can best engage with their consumers to improve service delivery.

What excites you about the future of POA?

Supporting both healthcare consumers and providers to achieve best possible outcomes – learning, improvement, resolution. I love the relationships I have developed with our PO/CO team, along with our subscribing service providers (our PO/CO family), as well as story tellers. I also have the opportunity to attend forums and meet people outside our office. Staying abreast of developments in healthcare and being in the company of people who have a shared passion energises me.

If you weren't doing this, what would be your dream career?

Along with a nursing background, I also have a Bachelor of Education. I have written and illustrated a children's book that I hope to get published one day. I have two other unfinished works in a cupboard that my daughter keeps badgering me to finish. This journey has also lead to me having a few paintings in art gallery exhibitions. My family has suggested that I teach art, but ultimately I would love to have a book published.

EXPLORE ONLINE



patientopinion.org.au



STORIES OF THE MONTH

JUNE — Read how the staff at Sale Hospital responded to a story about an uncomfortable patient.

JULY — Read why this serious story about after hours care in Kalbarri has been viewed 750 times!

AUGUST — This is an incredibly heart-warming story about the tragic experience of a child burns victim.

WA. LEADING THE WAY IN PATIENT EXPERIENCE ENGAGEMENT



WA Minister for Health, Roger Cook, getting immunised. ([ABC, 2017](#)).

Congratulations to Western Australia! Since the Labor party launched their "Patient Opinion" policy in late 2016, every health service in Western Australia has subscribed to Patient Opinion! This is a tremendous decision on the states behalf as we frequently have insightful, substantial stories, constructive or complimentary about their services. We can't wait to see

WHY HEAR THE STORIES?

Patient Opinion Australia aims to constantly improve the quality of healthcare throughout the country. This can't be done without hearing every individuals stories and experiences.

Subscribing to Patient Opinion gives you real time alerts about what people are saying in your area alongside blog posts with weekly hints, updates and advice. Read more about the benefits of subscribing [here](#).

CONTACT US

 @ptopinion

www.patientopinion.org.au

 info@patientopinion.org.au

 (07) 3354 4525

 @careopinionau

www.careopinion.org.au