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New survey to improve the patient experience at Southern NSW Local Health District

A new survey has been launched across the Southern NSW Local Health District (SNSWLHD) to make it easier for patients to share their experiences and give feedback.

The *Your Experience Matters* survey takes just three minutes to complete using a smart phone or tablet. Survey data will be shared with health service managers in real time, allowing for timely responses to patient concerns or suggestions.

Terence Joe, SNSWLHD's Manager of Patient Experience said that the survey is one of many new recent initiatives to increase engagement with patients and their families and carers.

"The *Your Experience Matters* survey will give us the information we need to deliver safe, effective, appropriate and personalised care," Mr Joe said.

"The survey gives patients, carers and family members a simple way of sharing their experiences and contributing to positive change at their local health service."

The survey is anonymous (if preferred) and secure. It is hosted on the Quality Audit Reporting System (QARS), an electronic tool developed by the Clinical Excellence Commission to help to improve the quality and safety of health care provided by local health districts.

The twelve questions used in the survey are adopted from the validated Australian Hospitals Patient Experience Question Set (AHPEQS).

Patients can access the survey by going to the [QARS website](#) directly or by scanning the QR code on *Your Experience Matters* postcards and posters displayed in wards, waiting rooms and outreach services across the District.

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