

PATIENT EXPERIENCE WEEK INITIATIVES

WA PRIMARY HEALTH ALLIANCE | COMMUNITY ENGAGEMENT
jane.harwood@wapha.org.au | www.wapha.org.au
PATIENT OPINION AUSTRALIA TOOL



PATIENT EXPERIENCE WEEK (PXW)
Community Conversation & Leadership Breakfast
Perth WA | April 27-28 2017
#hccpxw #WhatMatters2U



Our Patient Experience initiative is...

WA Primary Health Alliance (WAPHA) considers it crucial that people are partners in their own healthcare. This includes the need to provide feedback from service users to help improve the quality of Western Australia's major health services. WAPHA has partnered with Patient Opinion in Country WA and the East Metro Area Health Service regions to promote the value of consumer feedback. WAPHA is providing a service by funding a free subscription to Patient Opinion, supporting them to use the platform and promoting the value of patient feedback in quality improvement.

Patient Opinion is a not-for-profit organisation that exists to help improve health services by providing a platform to enable open and transparent dialogue between service users and health service providers. It does this by providing a website where the public can publish their experiences of local health services. Members of the public anonymously post a story (positive or negative) and subscribed organisations are alerted when a story is posted about their health service. www.patientopinion.org.au

What difference has this made?

- Patient Opinion offers a very transparent way of receiving and responding to people's experiences
- When a story has prompted change by the health service provider, that service can demonstrate that policies or practices within their organisation have been changed to improve experience for others



- People visiting the website can search and review all patient/carer stories
- Responses from relevant healthcare organisations are also public
- People can recognise one standard method of providing feedback on their health care experience, whether they are receiving hospital or primary care

A lesson that can help others...

WAPHA is in the early stages of this project but the lesson learnt so far is that we all have to start somewhere. Whether Patient Opinion is used as a complement to other feedback processes or as the first step towards inviting consumer comment, it is all part of promoting a person-centred culture and practice within the wider health system.