

Patient Opinion Dashboard Consultation Questions

Overview

Patient Opinion™ is an independent, not-for-profit online consumer feedback platform which offers consumers and carers an opportunity to provide anonymous moderated comment about their healthcare experiences online.

The Patient Opinion™ Dashboard will display a summary of Patient Opinion™ activity for all WA Health Service Providers. The dashboard displays data that is already publicly available but across several sites. Displaying data in one place as a web page on the HealthyWA website is intended to enable those interested to gain a quick snap shot of Patient Opinion™ activity in WA and guide those interested to more in depth information.

You can visit the Patient Opinion™ Hub on the HealthyWA website here for more information.

Why we are consulting

We are interested to know what information you would like to see on the Patient Opinion™ Dashboard . We are starting the conversation by providing information about each of the Department of Health WA Health Service Providers on a sample “dashboard” provided to you here. We would like your feedback on what has been provided.

A copy of all of the questions we will ask you is provided below.



Sample Dashboard - Initial Thoughts


This consultation will take you through various parts of the sample Patient Opinion™ Dashboard and there will be an opportunity at the end to provide written feedback.

Sample images of how the proposed dashboard and linked 'pop-up' pages will appear on the HealthyWA website are provided throughout this consultation. Please take some time to look at them closely before answering the associated questions.

This image is of the sample dashboard as it will appear on the HealthyWA website.




Site map | Accessibility | Contact us

 **Department of Health**  Health information for Western Australians

Search this site 

Go to whole of WA Government Search

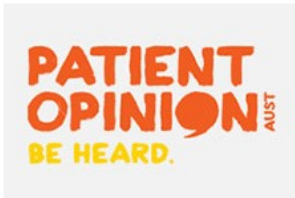
Home | Health conditions | Healthy living | Safety and first aid | Treatments and tests | News and alerts | **WA Health system** | Service finder

WA Health system [Home](#) > [WA Health system](#) > [Patient Opinion](#)   







Patient Opinion

Patient Opinion™ is changing the way that patients and families connect with their healthcare providers. [Patient Opinion™ Australia \(External site\)](#) is an independent non-profit feedback platform where people can share their health care experience in Western Australia. Patient Opinion™ is about honest and meaningful conversations between clients, patients, their carers and health services.

Your story can help make health services better.



Three monthly report January - March 2019

Child and Adolescent Health Service Subscribed since 1 November 2016 	East Metropolitan Health Service Subscribed since 1 July 2016 	North Metropolitan Health Service Subscribed since 1 July 2017 
<ul style="list-style-type: none">13 stories told4 stories that led to a change97 staff listening <p>Spotlight story</p> <p>Tell your story - make a difference</p>	<ul style="list-style-type: none">34 stories told0 stories that led to a change224 staff listening <p>Spotlight story</p> <p>Tell your story - make a difference</p>	<ul style="list-style-type: none">35 stories told4 stories that led to a change67 staff listening <p>Spotlight story</p> <p>Tell your story - make a difference</p>
PathWest Subscribed since 1 July 2017 	South Metropolitan Health Service Subscribed since 1 July 2017 	WA Country Health Service Subscribed since 23 November 2015 
<ul style="list-style-type: none">4 stories told0 stories that led to a change9 staff listening <p>Spotlight story</p> <p>Tell your story - make a difference</p>	<ul style="list-style-type: none">27 stories told0 stories that led to a change74 staff listening <p>Spotlight story</p> <p>Tell your story - make a difference</p>	<ul style="list-style-type: none">106 stories told3 stories that led to a change475 staff listening <p>Spotlight story</p> <p>Tell your story - make a difference</p>

[Data Definitions](#)

wa.gov.au | Home | Privacy | Site map | Accessibility | Disclaimer | Copyright | Patients' rights | Complaints | Contact us

1. From your first viewing of the sample dashboard, how easy it is to follow?

Please select only one item

- Not at all easy to follow
- Not very easy to follow
- Moderately easy to follow
- Very easy to follow
- Extremely easy to follow
- Unsure

2. From your first viewing of the sample dashboard, how interesting did you find the information in general?

Please select only one item

- Not at all interesting
- Not very interesting
- Moderately interesting
- Very interesting
- Extremely interesting
- Unsure

Deeper Thoughts - Information provided

The health services you receive are organised by area and are managed by a Health Service Provider, there are six in Western Australia. Health Service Providers are responsible for their local areas and communities although some may provide specific specialist services not provided by others.

The information icon on the right of the Health Service Providers names when clicked provides a pop up with further information.

Below are examples for each of the six Health Service Providers:

The screenshot shows a dashboard interface with a pop-up window titled "Child and Adolescent Health Service". The pop-up contains the following text:

Child and Adolescent Health Service

The Child and Adolescent Health Service (CAHS) is a comprehensive service that supports the health, wellbeing and development of young Western Australians. Our vision of "healthy kids, healthy communities" sees that children and young people get the best start in life through health promotion, early identification and intervention and patient centred, family focused care.

CAHS is made up of three service streams:

- Community Health: a comprehensive range of community based early identification and intervention services, as well as health promotion, to children and families in the Perth metropolitan area. Services are provided in a variety of settings including at home, local community health centres, child and parent centres and schools.
- Child and Adolescent Mental Health Services (CAMHS): provides mental health services to infants, children, young people and their families across the Perth metropolitan area. Services include community based programs, inpatient care at Perth Children's Hospital and specialised services for children with complex mental health conditions across the state.
- Perth Children's Hospital (PCH): is Western Australia's only paediatric hospital, providing tertiary services for the state. The hospital includes the state's paediatric trauma centre, inpatient, outpatient and day stay care, and an integrated paediatric research and education facility.

The background of the dashboard shows a "Patient Opinion" section and a list of health service providers with information icons.

Patient Opinion

Patient Opinion™ is changing the way that patients and families connect with their healthcare providers. Patient Opinion™ Australia (External site) is an independent non-profit fee for service organisation that provides a platform for patients and families to share their views on their healthcare experience in Western Australia. We aim to improve the relationship between clients and healthcare providers.

Your stories

Three most popular

Child and Adolescent Health Service
Subscribed

13 stories

4 stories

97 staff listening

Spotlight story

Tell your story - make a difference

PathWest
Subscribed since 1 July 2017

South Metropolitan Health Service
Subscribed since 1 July 2017

WA Country Health Service
Subscribed since 23 November 2015

East Metropolitan Health Service

East Metropolitan Health Service provides a comprehensive range of health services to over 725 500 people living within Perth's eastern corridor. Our health care services are delivered in a network of groups that includes care in both hospital and community based settings to ensure timely and appropriate access is available, and include:

- Armadale Health Service and Kalamunda District Hospital
- Royal Perth Hospital and Bentley Health Service
- Population health programs with community services delivering to people in both the eastern corridor and wider Perth metropolitan area
- St John of God Midland Hospital operating under public-private partnership

East Metropolitan Health Service is the tertiary referral hub for WA Country Health Service patients from the Kimberley, Pilbara, Eastern and Western Wheatbelt regions of Western Australia.

Close X

Patient Opinion

Patient Opinion™ is changing the way that patients and families connect with their healthcare providers. Patient Opinion™ Australia (External site) is an independent non-profit fee for service organisation that provides a platform for patients and families to share their views on their healthcare experience in Western Australia. We aim to improve the relationship between clients and healthcare providers.

Your stories

Three most popular

Child and Adolescent Health Service
Subscribed

13 stories

4 stories that led to a change

97 staff listening

Spotlight story

Tell your story - make a difference

North Metropolitan Health Service

The North Metropolitan Health Service provides timely access to high quality health care at Sir Charles Gairdner, Osborne Park, Graylands and King Edward Memorial Hospitals. It cares for public patients at Joondalup Health Campus under a Public Private Partnership and delivers mental health, public health and dental services to patients and consumers in the community.

The north metropolitan catchment area covers almost 1,000 km², with a population of almost 750,000. 1.2 per cent of the population is Aboriginal, 37 per cent were born overseas and 18 per cent of the total NMHS population are from Culturally and Linguistically Diverse backgrounds.

Close X

Patient Opinion

Patient Opinion™ is changing the way that patients and families connect with their healthcare providers. Patient Opinion™ Australia (External site) is an independent non-profit fee for service organisation that provides a platform for patients and families to share their views on their healthcare experience in Western Australia. We aim to improve the relationship between clients and healthcare providers.

Your stories

Three most popular

Child and Adolescent Health Service
Subscribed

13 stories

4 stories

97 staff listening

Spotlight story

Tell your story - make a difference

PathWest

PathWest Laboratory Medicine WA is committed to providing excellence and innovation in pathology testing, teaching and research, and positively contributing to the health and wellbeing of the community.

As WA's leading pathology laboratory we respond to the needs of virtually every medical practitioner in the State, conducting more than 16 million tests annually. We offer a round-the-clock commitment to the health needs of the entire Western Australian community through 24-hour laboratory facilities, results lines and on-call clinicians.

Supporting this is a network of 23 laboratories and the convenience of more than 50 specimen collection centres spread across the State from Esperance in the south through to as far north as Kununurra, making PathWest's services accessible to everyone.

Close X

Patient Opinion

Patient Opinion™ is changing the way that patients and families connect with their healthcare providers. Patient Opinion™ Australia (Future Health) is an independent non-profit fee for service organisation that provides a platform for patients in Western Australia to share their experiences and feedback with their healthcare providers.

Your stories

Three months

Child and Adolescent Health Service
Subscribed since 1 July 2017

13 stories

4 stories

97 staff listening

Spotlight story

Tell your story - make a difference

Subscribed since 1 July 2017



Subscribed since 1 July 2017



Subscribed since 23 November 2015



Close (X)

South Metropolitan Health Service

South Metropolitan Health Service delivers hospital and community based services to nearly a quarter of the State's population. Our health care network works together to provide a combination of tertiary, secondary, specialist and community health care services, and includes:

- Fiona Stanley Fremantle Hospital Group which consists of:
 - Fiona Stanley Hospital (including Rottneest Island Nursing Post)
 - Fremantle Hospital
- Rockingham Peel Group which consists of:
 - Rockingham General Hospital
 - Murray District Hospital
- Peel Health Campus (delivered as a public private partnership with Ramsay Health Care Limited)
- Community Health Services which consists of:
 - Rehabilitation in the Home (RITH)
 - Complex Needs Coordination Team (CoNeCT)
 - Community Physiotherapy Service (CPS)

Patient Opinion

Patient Opinion™ is changing the way that patients and families connect with their healthcare providers. Patient Opinion™ Australia (Future Health) is an independent non-profit fee for service organisation that provides a platform for patients in Western Australia to share their experiences and feedback with their healthcare providers.

Your stories

Three months

Child and Adolescent Health Service
Subscribed since 1 July 2017

13 stories

4 stories

97 staff listening

Spotlight story

Tell your story - make a difference

Subscribed since 1 July 2017



Subscribed since 1 July 2017



Subscribed since 23 November 2015



Close (X)

WA Country Health Service

WA Country Health Service supports more than 530,000 people across regional Western Australia and our services cover an area of more than 2.5 million square kilometres, from Kalumburu in the Kimberley to Albany in the Great Southern providing:

- emergency and hospital services
- population, public and primary healthcare
- Aboriginal health services
- mental health services
- drug and alcohol services
- child, community and school healthcare
- residential and community aged care services.

From nursing posts and outreach services, to child health clinics and bustling regional hospitals, the WA Country Health Service plays an important role in the lives of people in our country communities. Across the state we have:

- six large regional hospitals
- 15 medium sized district hospitals
- 47 small hospitals
- 42 health centres and nursing posts
- 24 community-based mental health services
- four dedicated inpatient mental health services
- 175 population health facilities
- services for older people, including more than 550 aged care beds and two nursing homes.

4 stories

0 stories that led to a change

9 staff listening

Spotlight story

Tell your story - make a difference

0 stories

0 stories that led to a change

74 staff listening

Spotlight story

Tell your story - make a difference

3 stories

3 stories that led to a change

475 staff listening

Spotlight story

Tell your story - make a difference

3. How useful do you find this information about the Health Service Providers?

Please select only one item

- Not at all useful
- Not very useful
- Moderately useful
- Very useful
- Extremely useful
- Unsure

4. What do you find useful or not useful about this information?

Deeper Thoughts - Data provided

At the bottom of the dashboard there is link titled "> Data Definitions" which when clicked provides definitions of the data categories.

Below are the definitions for the data provided in the dashboard:

The screenshot shows a 'Patient Opinion' dashboard with a modal window titled 'Patient Opinion Dashboard Definitions'. The modal contains a table with the following content:

Term	Definition
Stories	The total number of stories published about the Health Service Provider for this quarter. (Please note this is not a count of submitted stories, as some stories are not published for various reasons, subject to the moderation policy of Patient Opinion)
Changes	The total number of stories published about the Health Service Provider this quarter that have resulted in an indication of a 'change planned' or 'change made'.
Staff Listening	The total number of unique individual staff from that organisation that are set up on Patient Opinion to receive story alerts as of the last date of the quarter.
Spotlight Story	A story from the three month reporting period which exemplifies a high quality response and recognises the staff member involved.

5. How useful did you find these data definitions?

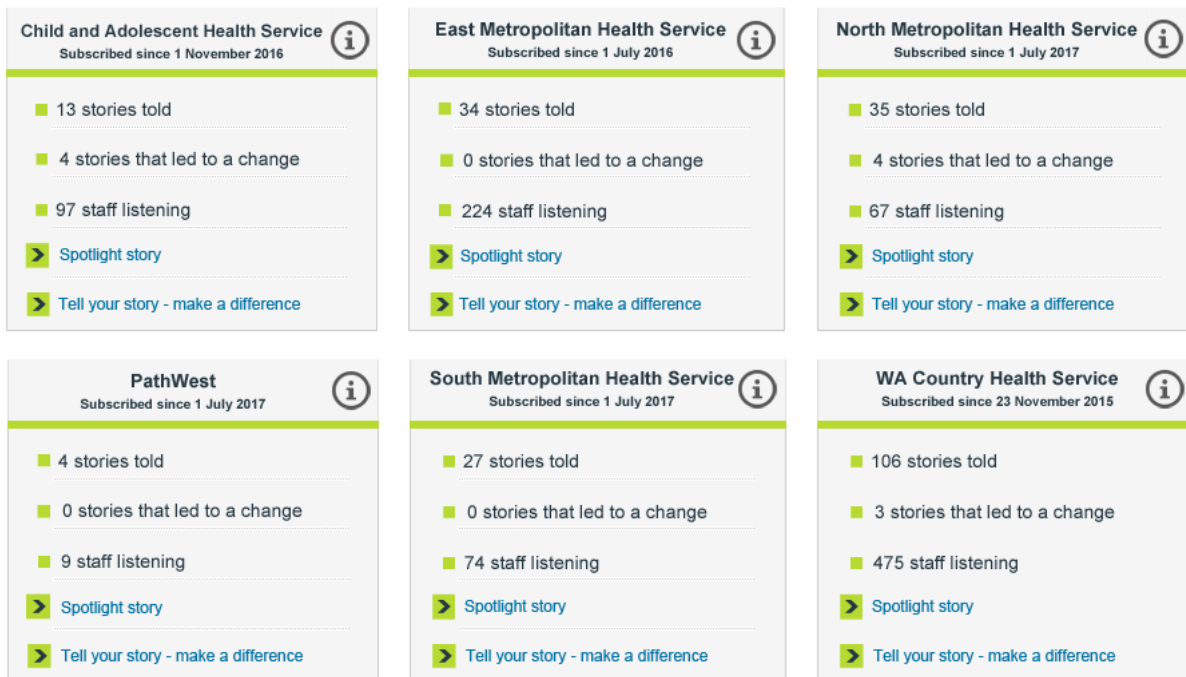
Please select only one item

- Not at all useful
- Not very useful
- Moderately useful
- Very useful
- Extremely useful
- Unsure

6. What do you find useful or not useful in these data definitions?

The numbers presented on the dashboard for each Health Service Provider is collected from the Patient Opinion™ website and presented in a summarised form for a three month period.

Three monthly report January - March 2019



[> Data Definitions](#)

7. Considering the data more closely, how interesting do you find the data provided in the image above?

Please select only one item

- Not at all interesting
- Not very interesting
- Moderately interesting
- Very interesting
- Extremely interesting
- Unsure

8. Why did you find this data interesting or not interesting?

Sample Dashboard – Feedback

9. Please provide any additional comments, suggestions, or feedback for the Sample Dashboard below