

# Comments, Compliments & Complaints

Your care, comfort and satisfaction are important to Liverpool Women's Health Centre. It is important to know when things are going well and when they need improvement.

## Compliments & Comments

Compliments provide a clear indication of what you seek in high quality care. They also boost morale and encourage employees. Compliments can be made either directly to a staff member or via our website 'Submit Feedback' page.

## Complaints

Your right to quality services is not affected by making a complaint and your complaint may help to improve services. When making a complaint try to remain calm and be as clear as possible about what happened and how you would like it resolved.

If you have any questions or are concerned about your treatment or have a complaint we encourage you to pursue the following options.

### Option 1

Discuss your concerns with the health professional involved in your treatment or a Client Services Officer. They may be able to resolve your issues immediately or they can refer you to a more senior member of staff.

If you are not satisfied with the results:

### Option 2

Contact the Centre Manager or a member of the Management Committee's either in writing or verbally.

If you are not satisfied with the results:

### Option 3

The Health Care Complaints Commission (HCCC) is an independent body that deals with complaints about health care practitioners and health services.

Telephone: 1800 043 159

Website: [www.hccc.nsw.gov.au](http://www.hccc.nsw.gov.au)

# Accessibility of Services

Liverpool Women's Health Centre is committed to ensuring the accessibility and appropriateness of its services and programs to local women, specifically those who are from priority populations, economically or socially disadvantaged.

Disability parking is available on the street outside the Bathurst St entrance, a wheelchair access ramp is available at both the Bathurst and the Campbell Street entrances, a wheelchair-friendly toilet, electrically adjustable consult tables and a lift for access to the second floor are available.

Interpreter services are free and available on request.

We endeavor to provide a female interpreter.

Language interpreters are provided through SWSLHD Health Language Services.

For deaf and hearing impaired women, an interpreter will be accessed via the National Relay Service.

We have the right to limit the service provided to you on the grounds of professional judgement, service availability, or staff and client safety.

**If you would like further explanation on the content in this brochure please see a staff member.**

**We endeavor to get this brochure available in multiple languages. Until then, we can organise an interpreter for you.**

## Our Contact Information

26 Bathurst Street, Liverpool, 2170

(Corner of Campbell and Bathurst Street)

Phone: 02 9601 3555

Fax: 02 9824 0448

Email: [SHSLHD-LiverpoolWomensHealthCentre@health.nsw.gov.au](mailto:SHSLHD-LiverpoolWomensHealthCentre@health.nsw.gov.au)

# LIVERPOOL WOMEN'S HEALTH CENTRE



# YOUR RIGHTS & RESPONSIBILITIES

**Liverpool Women's Health Centre respects your rights as an individual. We are committed to providing quality, efficient, effective and safe health services.**

# Your Responsibilities

**We want to make sure you receive the best possible care. To help us do this, you should:**

- Treat all people you meet in the service with respect
- Confirm your name and other details when asked
- Give your health care provider accurate information as far as you can about your health and any beliefs that may affect your treatment
- Be on time for appointments and let the health service know if you want to cancel
- Tell your health care provider if someone else is treating you for the same condition
- Tell your health care provider if you are taking any medicine, recreational drugs or natural therapies
- Tell your health care provider about any problems you have because of your treatment or the medications you are taking
- Respect the confidentiality and privacy of others
- Ask questions and talk to your family if you want, before making any decisions about your health care
- Ask about understanding your health problem and its management.
- Advise the appropriate people about any complaint or compliment about the service.

# Your Rights

**You have the right to:**

## Respect

- Be treated with dignity, respect and consideration and receive services free from discrimination, regardless of your age, gender, sexual preferences, religion or culture.

## Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

## Interpreters

- An interpreter is available to you with your consent.
- This service is free and confidential.

## Privacy & Confidentiality

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential
- Information you tell us about yourself or others will not be available to anyone not directly involved in your care unless
  - You give your consent
  - It is required by law
  - Your safety or that of another is at risk.

## Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

## Provide Feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services

## Access your Medical Records

- View or obtain a copy of your medical record

## Refuse Our Service

- To choose to leave any condition untreated or not work on an issue.
- To withdraw consent at any time.
- To refuse services from a particular health worker.
- To refuse the presence of third parties such as students or support staff.
- To refuse to participate in research.
- To seek a second opinion.
- To transfer your care to another agency.

## Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be told the proposed plan of care and expected outcomes.
- Be given assistance, when I need it, to help me to understand and use health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe
- Be provided with the name and responsibilities of the health care worker providing services to you.