

## 2021-22 West Moreton Health consumer feedback

West Moreton Health is committed to listening and responding to consumer feedback.

Complaints and compliments are a valuable opportunity for us to identify what we are doing well and where we could be doing things better.

### Compliment data

In the 2021-2022 financial year, West Moreton Health received 323 customer compliments.

Compliments refer to expressions of thanks received directly by the West Moreton Health Consumer Liaison Service and does not include compliments received through Patient Reported Experience Measures (PREMS) reporting or through the West Moreton Health Facebook page.

### Complaint data

In the 2021-2022 financial year, West Moreton Health received 2394 customer complaints. Of those:

- 41 resulted in follow-up or further action
- 2353 required no further action

Further action refers to complaints that were accepted and resulted in remedial or improvement action, including patient safety investigation, process change and staff training.

No further action refers to complaints that were accepted and resolved locally, including by way of apology, clinical review and provision of explanation and/or additional information.