

# You Spoke, We Listened

More than 30 major changes to the way we deliver your healthcare, based on consumer feedback since July 2021.



2767 Consumers Provided Feedback in 2021-2023



72% Compliments



23% Complaints



5% Suggestions

## Improved access

- Installation of access toilet and additional handrails
- Improved disability car park area
- Improved garden areas
- Relocation of health service entry doorbells for wheelchair users
- Reduced emergency waiting times
- Simplified referral pathways for community and allied health services
- Cultural Respect and Safety Training implemented across four sites to improve the cultural safety of Aboriginal and Torres Strait Islander patients and staff
- Developed "Asking the Question" Training support staff with asking patients if they identify as being of Aboriginal and Torres Strait Islander Origin



## Residential Aged Care Facilities

- Improved dining experience through greater variety and choice
- Improved outdoor areas for residents via major refurbishment at Lumeah Homes, Snowtown
- New hairdressing salon room at Kara House Aged Care Facility, Clare
- Updated equipment – adjoining beds and new TVs
- Maggie Beer "Aged Care Training for Cooks and Chefs" trialled in three aged care sites



## New services

- Increased access to psychology services in the Mid North
- Mental Health Alternative Care Service, Port Pirie
- Mental Health Hospital Consultation Liaison Service at Port Pirie and Wallaroo Hospital
- New Regional Nurse Practitioner position supporting older persons mental health
- Stomal Therapy Service
- Rheumatology clinic
- YNLHN Rehabilitation Service, Wallaroo Hospital and Health Service
- Suturing courses for nurses at Peterborough, enabling timely care
- Additional staff qualified to perform X-rays at Balaklava and Peterborough Hospitals

