

# Consumer Feedback

## You spoke, we listened.

The Yorke and Northern Local Health Network are committed to engage and listen to our consumers and community.

This fact sheet details more than 30 major changes to the way we deliver your healthcare. All of these changes were a result from consumer feedback received between July 2021 and June 2023.



2767 Consumers  
Provided Feedback  
in 2021-2023



72% Compliments



23% Complaints



5% Suggestions

### Improved Access

#### Multiple Sites (YNLHN)

- Improvement of grounds, garden areas and furnishings to increase accessibility and comfort of consumers across multiple sites.
- Streamlined referral intake pathway for community and allied health.

#### Balaklava / Ira Parker

- Handover at Balaklava and Ira Parker adjusted to meet best practice, including increasing detail and at bedside.

#### Crystal Brook

- Expansion of disabled car park area in Crystal Brook.
- Re-location of entry point call bells to facilitate access for people in wheelchairs.

#### Clare

- Installation of handrails in additional places around the facility to enable easier access/egress.

#### Orroroo

- Disabled access toilet installed at Orroroo District Hospital.

#### Port Pirie

- Disabled car park spaces expanded in front of the hospital.
- Environmental Health Service welcome videos providing information on the service in key local dialects created.
- Childbirth education class times re-designed – from five to three weeks and moved to a Sunday.

## Residential Aged Care Facilities

### Multiple Sites (YNLHN)

- Installation of raised garden beds to facilitate active participation in gardening activities.
- Review and update of patient menus and schedules and changed crockery.

### Booleroo

- The addition of pen/pencil grips has enhanced time spent connecting with family and friends as well as uptake in group puzzles. Larger TV purchased and repositioned on wall for better viewing comfort.
- Upgrade of garden enabling improved access to a safe outdoor space for residents and staff



### Clare

- Installation of a hairdressing salon room at Kara House Nursing Home
- Installation of sunshades to protect the resident seating patio and encourage sitting outside.
- Planting of multiple dwarf trees and entry garden upgrade
- Purchase of slide dining chairs to make using the dining table easier for residents.

### Crystal Brook Aged Care - Rose view

- TV installed in resident dining room.



### Hamill House

- Adjoining beds for couple living in residential aged care.
  - Catering staff meet with residents to discuss food options and meal experience. Additional food options introduced for the residents as a result of the meetings.
  - The dining experience improved with access to a portable bain-marie.
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- A palliative care trolley created with a kettle, cups, and candles plus other essentials for family to take to any room. A palliative care box created with other items and oils. A work instruction for staff has been created to guide staff in the last rights process.



### Riverton

- Hose provided to enable residents to help maintain water in bird bath.
- Upgrade of outdoor space and garden enabling an improved access to a safe space outdoors for residents and staff.

### Snowtown

- Lumeah Homes residential aged care facility refurbishment in Snowtown.

### Melaleuca Court

- Outdoor space upgraded.



## Staff Education

- Additional staff qualified to perform X-Rays at Balaklava and Peterborough Hospital.
- Education for catering and clinical staff on International Dysphagia Diet Standardisation Initiative (IDDSI)
- Cultural Respect and Safety Training implemented across four sites to improve the cultural safety of patients and Aboriginal and Torres Strait Islander staff.

The aim of the cultural respect and safety training trial project was to improve the cultural safety for Aboriginal and Torres Strait Islander staff and patients across the YNLHN, with the objective to improve knowledge and understanding of racism and privilege, cultural sensitivity, respect in the workplace, working, servicing, and interacting with Aboriginal people, families and communities.

- Developed “Asking the Question” Training

Aligning to Comprehensive Care Standard 5.8 The health service has processes for routinely asking patients if they identify as being of Aboriginal and Torres Strait Islander origin and to record this information in the administrative and clinical information systems. The “Ask the Question” training program is now included in the YNLHN orientation and site-specific inductions.

- Maggie Beer Foundation Project – The ‘Aged Care Training for Cook and Chefs’ was implemented across three YNLHN aged care sites.

This ensures that residents/consumers have input into menu planning and nutritional care to further improve and support enjoyable and nutritious dining experiences for residents.

- Three nurses at Peterborough Soldiers Memorial Hospital have undertaken suturing courses with support from GPs, aiming to provide more timely care.



## New services:

- Increased access to local psychology service (Mid North)
- Stomal Therapy Service expanded to support monthly clinics in Wallaroo throughout the Yorke Peninsula.
- YNLHN Rehabilitation Service at Wallaroo Hospital.

## Better Services:

- Additional methods of providing consumer feedback with introduction of a tollfree number, online form, QR code and email address.
- Change in service delivery to support the Point Pearce community through a COVID outbreak. service partnerships enabled Point Pearce families to stay safely in their homes and community.
- Development of the Mental Health Alternative Care Service in Port Pirie to offer a co-delivered peer and clinical service as a trauma informed alternative to hospital emergency departments for people with mental health distress.
- Formal partnership with the Northern Adelaide Local Health Network to provide specialist services, including surgical services, Geriatrics and Palliative Care.
- Introduction of the Mental Health Hospital Consultation Liaison Service in Port Pirie and Wallaroo Hospitals, offering specialist integrated care for people presenting with mental health issues.
- New Rheumatology Clinic at GP Plus Port Pirie, partnering with rheumatologists from the Queen Elizabeth Hospital.
- Regional nurse practitioner candidate position supporting older persons with mental health.
- Wallaroo Hospital Emergency Department Patient Journey Review - improving waiting times in the Emergency Department with an additional mid shift emergency medical officer, along with additional nursing resources.

## WE VALUE YOUR FEEDBACK!



### How to provide feedback

- SPEAK to a staff member
- SCAN the QR Code
- FILL OUT a Consumer Feedback Form
- EMAIL [Health.YNLHNConsumerFeedback@sa.gov.au](mailto:Health.YNLHNConsumerFeedback@sa.gov.au)
- POST a letter: PO Box 546, Port Pirie SA 5540
- CALL 1800 749 188

### Scan to leave feedback

Or call Toll Free:  
1800 749 188



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Yorke and Northern  
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### For more information

Yorke and Northern Local Health Network  
Safety and Quality Unit

[Health.YNLHNConsumerFeedback@sa.gov.au](mailto:Health.YNLHNConsumerFeedback@sa.gov.au)

Telephone: 1800 749 188

[sahealth.sa.gov.au/yorkeandnorthernlhn](https://sahealth.sa.gov.au/yorkeandnorthernlhn)

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