

# Help us improve healthcare for all Victorians

Your feedback will help us improve healthcare for all Victorians. Tell us about the care you received so we know what we are doing well and what we need to change.

## What is the Victorian Healthcare Experience Survey?

The *Victorian Healthcare Experience Survey* (VHES) asks people about their healthcare experience. Your feedback is used by health services to identify ways they can improve.

After your hospital visit, you may be invited to participate in the *Victorian Healthcare Experience Survey*. The survey asks consumers and carers about their healthcare experience. The survey collects feedback on:

- the care you received
- how and when you were communicated with about your care
- the hospital or health setting you visited.

We also want to hear about any suggestions you have to improve health services.

## How are the survey results used?

Survey results are used in a number of different ways, including:

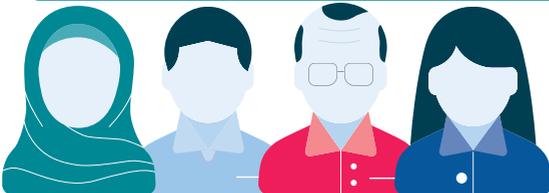
- Healthcare professionals and policy makers use survey responses to deliver better, safer care
- Public hospitals use survey results to find out how they can provide a better service for you and other Victorians.

In the past, survey results have led to important changes in how healthcare is provided, as well as changes in staff training, cleaning rosters, food and how information is provided to consumers and their families.

Your voice is valued, and your feedback will help create a better healthcare system for everyone

## How are people selected to participate?

Consumers and their carers may be invited to complete a survey after or during their experience at a hospital. Consumers will be randomly selected to participate in the survey. Participation is voluntary.



**Victorian Healthcare**  
Experience Survey



Survey responses are de-identified and used to evaluate and improve health care delivery in Victoria.

### **What to do if you get an invitation to participate?**

If you are selected to take part in the survey, you will receive an invitation by SMS, email or post.

You can complete the survey:

- online, by using the link or QR code on the invitation
- over the phone, if you don't have internet access. This can be done by calling the 1800 helpline number listed on the invitation.

Your invitation will include information about how to complete the survey. The survey has been translated and can be completed in 23 different languages.

If you receive a survey and don't want to participate, you can opt-out by calling the number provided in the invitation.

If you need additional support completing the survey, you can contact us via the National Relay Service on **1555 727** or email [survey@vhes.com.au](mailto:survey@vhes.com.au)

### **Who conducts the survey?**

The survey is managed by the Victorian Agency for Health Information, a division of the Victorian Department of Health,

and conducted by Ipsos Australia, an independent research company.

### **How your privacy will be protected**

Your survey responses will be de-identified. The hospital that cared for you will not know whether you have completed the questionnaire and will not be able to see your individual responses. Victorian public hospitals, the Department of Health and the Victorian Agency for Health Information will only have access to de-identified survey results.

Your data is protected in accordance with Australian Information Privacy Principles, the Victorian Information Privacy Principles, the Health Privacy Principles and the Association of Market and Social Research Organisations privacy code. For further information, including how to access and correct information Ipsos Australia may hold about you, please call our toll-free helpline on 1800 356 928.

### **Can you use the survey to make a formal complaint?**

If you have a complaint, you should contact the hospital where the issue occurred. Alternatively, if you feel the hospital is not responding to your complaint you may contact the Victorian Health Complaints Commissioner on 1300 582 113.