

HOSPITALS — PATIENT OPINION

**240. Ms J. FARRER to the Minister for Health:**

What is this government doing to allow public patients and the public to have more say in the running of our hospitals?

**Mr R.H. COOK replied:**

I thank the member for her important question, particularly in relation to the work that has gone into Broome Hospital around introducing such programs as Patient Opinion. At the last election the Labor Party committed to put patients first; to moving beyond the bricks and mortar of our health system and actually looking to provide a way that patients can drive the change they want to see in their health system. Patient Opinion is an independent, anonymous, online feedback system that allows patients to have a say in the way they receive health care. Committing to such a system is about listening to patients. It is about actually allowing patients to drive the cultural change that they want to see happen in their health system. I am very pleased to say that on Monday the South Metropolitan Health Service board agreed to sign up to Patient Opinion; the last such board to do so. All health service providers have now become part of Patient Opinion, with North Metro and South Metro to come online in the next six to eight weeks.

The important thing about Patient Opinion is that it allows patients to provide ongoing, dynamic feedback mechanisms to the hospital leadership about the way they receive their health care. This will drive change in our health system and will bring about the cultural change that we want to see take place right across our health system. It will provide information about the way patients receive their level of care. It will also provide information about the facilities, including food, and about the attitude of staff towards them. It will provide a way for hospital leaders to engage directly with staff to ensure that they are constantly looking at their services and improving them on an ongoing basis. In addition to that, we will be designing a Department of Health dashboard so that Patient Opinion can be seen in a system-wide manner. We will be able to see at a glance which health service providers are doing well in terms of providing good patient care and which are falling behind the others. We can therefore correct those behaviours and make sure that we are constantly seeking improvement. This is about empowering patients. There can be no stronger drive of cultural change than an empowered health consumer. We are really looking towards Patient Opinion to bring about that change. It empowers patients and puts their experiences at the centre of how government and hospitals develop their policies and services. This is a key election commitment from the McGowan Labor government. It is about putting patients first. It goes beyond the bricks and mortar of our health system. It is about ensuring we continue to provide a health system for the future.