



What we do with your feedback

If you give a compliment, we will share this with the ward, team or staff you are referring to.

If you have made a formal complaint, we will contact you for more information and follow up with the appropriate team. We will use your feedback to make improvements.

Your feedback will not negatively affect your care now or in the future.

Do you need an interpreter?

Please call TIS National on **131 450**. Ask for an interpreter and to connect to one of the people noted in this brochure. This is a free service.

Do you have speech or vision difficulties?

Contact us through the National Relay Service. Visit their website: www.accesshub.gov.au or call **1800 555 660**.

What our patients are saying

'I wish i could remember all their names or I would praise and thank them individually. Would like to put their names in lights!! They are all exceptional. I have been in and out of hospitals for the last 15 years varies health issues and this time for the first time feel very sad leaving the wonderful people I've met. Also everyone else including the cleaners, kitchen staff, security guards, wards men, everyone. hope i. haven't left anyone out.'

'Attended the eye hospital and checking in and waiting was seamless. The staff were super friendly and very helpful. I think this is a great service. I felt heard and comforted.'

'Had hand surgery here this and I would like to share how kind, caring, skilled and professional all the staff were. They were also friendly, down to earth and had a great sense of humour which made me feel completely at ease. Thank you to everyone involved. A special shout out to all the amazing nurses and my surgeon and Anaesthetist ! Very smooth & efficient process from start to finish.'



Sydney & Sydney Eye Hospital

8 Macquarie St, Sydney, 2000

Telephone: 02 9382 2755

South Eastern Sydney
Local Health District



We want to hear your feedback

Sydney and Sydney Eye Hospital



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We value your feedback

We want to hear about your care at our hospital.

Your feedback might be a compliment, a complaint or a suggestion.

We find all feedback important, take it seriously and treat it confidentially.

You, your family, friends and carers can share your experience in one of these ways:

- with the ward or service,
- with our Consumer Feedback Manager, or
- online through Care Opinion.

We will acknowledge your feedback, investigate any complaints and follow up with you. We use your feedback to improve our services.



Option 1: Share your feedback with the ward or service directly

Contact the Nurse Unit Manager or another senior staff member. You can talk with them, write a letter, card or email.

Aboriginal and/or Torres Strait Islander patients are also welcomed to share feedback with our Aboriginal Hospital Liaison Officers. Ask our staff to contact them.

Option 2: Share your feedback with our Consumer Feedback Manager

You can privately contact our hospital's Consumer Feedback Manager:

Email: seslhd-ssehconsumerfeedback@health.nsw.gov.au

Telephone: 02 9382 2755

Write to: Consumer Feedback, Level 1, PSIU Unit, Admin Building, Sydney & Sydney Eye Hospital, 8 Macquarie St, Sydney 2000.

Our hospital will contact you to follow up.



Option 3: Share your experience anonymously online

Visit the website Care Opinion on www.careopinion.org.au/ or use this QR code:



Your comments will be published online but be anonymous. They will be sent to the right people in our hospital who will provide feedback. We use what you have said to improve our services.