



## What we do with your feedback

Your experience is important to us as we learn how to improve our services. No matter what your feedback is, or how you provide it, we are listening.

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.

## Do you need an interpreter?

If you need an interpreter to share your feedback, please call TIS National on **131 450**. Ask for an interpreter in your language and to connect to one of the people noted in this brochure. This is a free service.



## What our patients are saying

“The care received in A&E by all staff including nurses, radiography and led by the doctor was excellent, caring, efficient and effective. We couldn't be more grateful.”

“My son was admitted to the ED at SSEH with a finger abscess. All staff seen from the Patient Experience Officer, to the administration staff, the Triage Nurse, other Nursing staff and Medical staff were fabulous. They helped my son to feel comfortable and then explained all the necessary treatments that were required. They really went above and beyond to ensure that his treatment and care was exemplary. They also provided post discharge information to assist after we left the hospital.”

“I attended the Sydney Eye Hospital recently and I saw a specialist doctor. He was absolutely wonderful. It's the first time I've actually had to attend a hospital about eyes. He put me at ease so quickly. I felt he was very professional. He diagnosed me straight away with a condition of the eye...I can't thank him enough.”

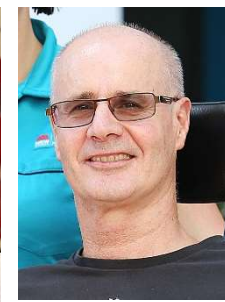
Sydney & Sydney Eye Hospital, 8  
Macquarie St, Sydney, 2000

Telephone: 02 9382 2222

South Eastern Sydney  
Local Health District



## How to provide feedback about your care at Sydney and Sydney Eye Hospital



Produced by Sydney & Sydney Eye  
Hospitals, September, 2024



We want to hear about your experience – it helps us improve our care

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.

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



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.

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](mailto:seslhd-ssehconsumerfeedback@health.nsw.gov.au)

**Telephone:** 02 9382 2755

**Write to:** Consumer Feedback Manager, Level 1, CPIU Unit, Administration Building, Sydney and Sydney Eye Hospital, 8 Macquarie St, Sydney 2000

Our hospital will contact you to follow up on your feedback.



Share your experience anonymously online

Visit the website Care Opinion on <http://www.careopinion.org.au/> and share your experience.

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

Use this QR code to visit their website:



Care Opinion is an independent not-for-profit charity.