

## Additional questions

In addition to the general VPSM survey, questions about specific types of hospital care may be included to improve understanding of patient issues. For example, maternity patients or emergency patients who receive a VPSM survey may find some additional questions with the main survey.

## Your privacy is protected

The VPSM is conducted in accordance with the *Information Privacy Act 2000 (Victoria)* and the *Health Records Act 2001 (Victoria)*.

Approval for the survey has been obtained from the Department of Human Services' Research Ethics Committee.

Your privacy will be protected at all times. Hospitals are not provided with the names and addresses of survey participants.

## What if I have a complaint about the hospital?

You can comment on the best aspects of your stay and areas where you would expect improvement. However, the VPSM survey cannot help you to resolve a complaint. Please make any complaint to your hospital's Patient Liaison Officer, Consumer Liaison Officer, Director of Nursing or the Quality Manager.

Alternatively, you can contact the Office of the Health Services Commissioner on (03) 8601 5200 or toll free on 1800 136 066.

# Your opinion counts

Victorian Patient Satisfaction Monitor (VPSM) Survey

## If you speak a language other than English

The survey is also available in:

Arabic Macedonian Cantonese Mandarin Croatian  
Somali Greek Turkish Italian Vietnamese

If you receive a survey in English and would prefer it in one of the above languages, please call UltraFeedback on Toll free: 1800 143 733.

## Further information

### Department of Human Services

Toll free: 1800 356 601

email: [patsat@dhs.vic.gov.au](mailto:patsat@dhs.vic.gov.au)

web: [www.health.vic.gov.au/patsat](http://www.health.vic.gov.au/patsat)

### UltraFeedback

Toll free: 1800 143 733

email: [vpsmhelp@ultrafeedback.com](mailto:vpsmhelp@ultrafeedback.com)

**You can also contact the Quality Manager  
at the hospital you attended.**

**Thank you for your support and interest  
in the Victorian Patient Satisfaction Monitor**

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This brochure is about a survey you may receive in the near future.

The VPSM survey is a way for you to let the Victorian Government know about your recent stay in one of Victoria's public hospitals.

Since 2000, when the VPSM was introduced, reports show that areas of public hospital care have improved – thanks to comments received from patients. For example, *better communication between patients and hospital staff, more useful written materials and cleaner hospitals.*

## Why participate?

By participating you can:

- Highlight the good things happening in public hospitals
- Point out where things could be improved
- Advise whether staff involved you in decisions about your treatment
- Inform whether staff listened and responded to your views and questions

This feedback helps hospitals to improve the services provided to patients by:

- Gaining a better understanding about what patients consider good health care
- Learning from one another about how to improve service quality
- Tracking performance over a period of time.

## Participation is voluntary

### The VPSM process

At the time of your admission, you will be given a *VPSM Participant Information Sheet* and a *Refusal to Participate Form*.

Participation is **voluntary**. You can withdraw from the survey by filling out the *Refusal to Participate Form* and leaving it with hospital staff, or by telephoning the hospital within one week of discharge and advising them of your decision.

If you receive a survey, you do not have to complete it or return it.

## If you choose to participate

The Government has commissioned an independent company, [UltraFeedback](#), to undertake the survey.

- The hospital sends your name, address and preferred language to **UltraFeedback**
- UltraFeedback selects adult patients at random to receive a survey
- The tear-off area on the survey is an identifier code. This number allows UltraFeedback to obtain data from the Department of Human Services **without** matching it to your name or address such as:
  - age group and gender
  - whether you are a public, private, WorkCover, Transport Accident Commission (TAC) or Department of Veterans' Affairs patient,
  - an emergency or elective patient, overnight or same-day patient
  - your treatment – maternity, rehabilitation, medical or surgical

- if you received interpreter services
- your main treatment group (for example, cardiac, respiratory, orthopaedic).

**You can tear off the identifier area of the survey if you prefer that the information is not provided.**

- A survey reminder letter is sent to all who received a survey.
- UltraFeedback destroys all record of patient names and addresses once the reminder letter is posted.
- Surveys are returned to UltraFeedback.
- Survey information is put into electronic form; non-identifying information (see above) is obtained from the Department of Human Services.
- Information is analysed.
- Twice a year all public hospitals are sent VPSM reports.
- A statewide VPSM report is published in April each year.

