

## Tell us how we're doing

We value your feedback about your visit to our hospital. It is important to us and helps us understand what we are getting right and which areas we need to improve.

All feedback including compliments, suggestions, concerns or complaints are valued.

*To give us feedback:*

- Speak to your nurse or the person in charge of your ward or area. This gives us an opportunity to address your concerns whilst you are in hospital.
- Complete a feedback form available from all administration and nursing stations located at each MHHS facility

- Contact our consumer liaison service  
Email: [consumer\\_liaison\\_officer\\_MHSD@health.qld.gov.au](mailto:consumer_liaison_officer_MHSD@health.qld.gov.au)

Phone: (07) 4885 7690

Mail: Consumer Liaison Service  
Mackay Hospital and Health Service  
PO Box 5580  
Mackay MC QLD 4741

## Contact our engagement team

Phone: (07) 4885 6819  
Email: [mhhsengagement@health.qld.gov.au](mailto:mhhsengagement@health.qld.gov.au)  
Visit: [www.mackay.health.qld.gov.au](http://www.mackay.health.qld.gov.au)

Mackay Base Hospital  
Mackay Hospital and Health Service  
PO Box 5580, Mackay Qld MC 4741  
Ph: 07 4885 6000  
Fax: 07 4885 6408  
Published by Mackay Hospital and Health Service  
[www.mackay.health.qld.gov.au](http://www.mackay.health.qld.gov.au)

Queensland Health, April, 2016  
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### Partnering with consumers



This brochure supports National Safety and Quality Health Service Standard 2 (2.4.1) Consumers and / or carers provided feedback on this information.

# Consumer and Community Engagement



## Become involved in your healthcare

**Mackay | Bowen | Collinsville | Glenden  
Dysart | Moranbah | Clermont | Middlemount  
Sarina | Proserpine | Whitsundays**

## Become involved in your healthcare

The Mackay Hospital and Health Service (MHHS) is committed to partnering with consumers and the community to deliver outstanding healthcare services.

We value the importance of actively involving patients, their families and carers and the community in decision making processes which shape the service, treatment and care we provide.

To become involved in our health service or provide feedback, you can:

- Join our Community of Interest
- Contact us to provide feedback, including compliments, complaints and suggestions
- Like us on Facebook or Twitter



## Join our Community of Interest

The MHHS Community of Interest (COI) is a group of consumers and community members who are interested in improving their understanding of healthcare and health service issues, within the MHHS catchment.

Members of the COI will have the opportunity to participate in a range of activities which will help inform and shape the things we do across different levels of the health service.

Activities include surveys, reviewing written publications, such as patient brochures and participating in working groups and committee meetings.

To be eligible to become a COI member, you must:

- have an interest in health services issues and improvement
- be over 18 years of age; and
- not be currently employed by MHHS.

## To join the COI

Visit the MHHS website and register at <http://www.mackay.health.qld.gov.au/>

Or contact our engagement coordinator  
Phone: (07) 4885 6819

Email: [mhhsengagement@health.qld.gov.au](mailto:mhhsengagement@health.qld.gov.au)

## Consumer Advisory Partners

The MHHS Consumer Advisory Partners (CAP) allow consumers, carers and the community to have a voice.

The CAP was recently established to facilitate and encourage engagement from across the region's diverse communities.

There are eight members on the group which meet monthly to review and provide input into service planning, design, delivery and monitoring and evaluation.

The CAP reports to the MHHS Executive Team and is responsible for keeping the COI informed about the MHHS.



**Mackay Hospital and Health Service | 8 Hospitals | 4 Community Health Facilities | 1 Organisation**

**Caring for you and your family**