

# Update to feedback line and Consumer Case Management Pathway entry

## March 2022

The Mackay HHS feedback line for obstetrics and gynaecological services was established in October last year in response to consumer feedback.

Since then, the phone line has received 166 calls with the majority received in the first weeks and months of establishment.

There has been a significant reduction in contacts to the feedback line and in January six calls were received.

From 9 March 2022 the feedback line will transition to the established consumer feedback and complaint handling process for any consumers with concerns about their care.

This will give the obstetrics and gynaecology investigation team, who are independent to the Mackay HHS, an appropriate amount of time to consider all feedback before their report is finalised.

Consumers who have contacted the obstetrics and gynaecology will continue to receive contact through the same email address and phone number they have been provided with.

After 9 March 2022 consumers will continue to have the opportunity to provide feedback on any matter – including obstetrics and gynaecological services – through our usual process with follow up as needed coordinated through patient safety.

You may provide feedback by email at [MHHSFeedback@health.qld.gov.au](mailto:MHHSFeedback@health.qld.gov.au), by phone on 4885 7690 or by completing an online feedback form at <https://www.mackay.health.qld.gov.au/get-involved/your-feedback/>

As part of the review into obstetrics and gynaecology services Mackay HHS has established a Consumer Management Pathway.

This pathway is for women who 'opt in' to discuss the care they received and to have a clinical review of that care by an expert and independent panel.

There is still time to enter this pathway should any woman wish to do so over the next month before the entry deadline of 9 March 2022. After this time consumers will be able to access the usual processes to have their care reviewed.

Details of this pathway are found at <https://www.mackay.health.qld.gov.au/obstetrics-and-gynaecology-surgical-review/>



Women may 'opt in' to the pathway by emailing [MHHS\\_PatientExperience@health.qld.gov.au](mailto:MHHS_PatientExperience@health.qld.gov.au) or by phoning the feedback line on 4885 6244.

We wanted to provide plenty of notice of these transition arrangements, and we have already written individually to those women who have contacted us through the feedback line to provide this update.

