

Management of Consumer Feedback during the COVID-19 pandemic



Western Health

COVID - 19

Be Safe -- Be Smart -- Be Kind

How should Consumer Feedback be managed by the Patient Representative team during the COVID-19 pandemic?

Feedback that has been directed to the Patient Representative team should be managed in alignment with the WH procedure 'Consumer Feedback Management Procedure code: OP CM1.

Wherever possible, complaints should be resolved via virtual means, either over the phone or in virtual meeting spaces such as on Zoom or Teams. This is to protect both the complainants and WH staff from potential unnecessary COVID exposure.

What if a resolution cannot be achieved via virtual means?

If a resolution cannot be achieved via virtual means, consideration can be given to holding a face to face meeting at a WH site. However, specific approval must be obtained before the meeting can occur.

Who can approve a face to face meeting for the management of consumer feedback?

The Director – Best Care Improvement and Experience (or delegate) may approve a face to face meeting for the management of feedback provided:

- Virtual options have been explored or have been unable to resolve the matter; and
- The COVID Safe strategies detailed below are implemented

COVID Safe strategies required for face to face meetings to manage consumer feedback:

- External participants (e.g. The complainant and family) must be met at an entry point to WH and escorted to and from the meeting location by a WH staff member;
- External participants must complete the visitor attestation prior to entry. If COVID risk factors are identified, the session should be rescheduled until these resolve;
- Unvaccinated external participants will be required to undertake a RAT prior to proceeding to the meeting (security will provide). If the RAT is positive, the session should be rescheduled and the person must go home to isolate.
- External participants will be required to wear an N95 mask throughout the session, if this cannot be accommodated, entry will not be granted;
- There should not be any eating or drinking whilst the meeting is in progress;
- Social distancing at 1.5m must be maintained throughout the session
- WH staff members attending the session must:

- Wear an N95 mask and eye protection;
- Limit the number of WH participants whilst balancing the desire for a resolution; and
- The duration of the meeting should be limited as much as possible.