

## You said, we did

'You said, we did' is a communication tool to provide patient, carers, community and staff with feedback about the barriers, issues or concerns you experienced, and the actions we've taken to remove the barriers and address the issues or concerns.

# YOU SAID, WE DID

## Listening to your feedback

December 2016 to January 2017



### What you told us

**Unaware of change of floor height into blue room**

**Short Stay Parking unavailable**

**No access to baby change table for visitors on ward**

**Not sure who was providing my care**

**Travel for multiple appointments**



### What we did

**Put signage up to alert consumers of ramp**

**Put signage up in regards to time limit**

**Arrange availability & access to change table**

**Commenced 'Hello my name is.....' program**

- Implemented Central Intake for co-ordination of appointments**
- Commenced comprehensive review of admission process**