

Overall rating of this hospital

Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your last stay?

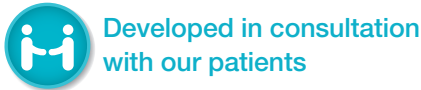
Worst possible hospital ←————→ Best hospital possible

0 1 2 3 4 5 6 7 8 9 10

Would you recommend this hospital to your friends or family?

Definitely no Probably no

Probably yes Definitely yes



St Vincent's Private Hospital Fitzroy
 59 Victoria Parade Fitzroy Vic 3065
 Phone: (03) 9411 7111 Facsimile: (03) 9419 6582

St Vincent's Private Hospital East Melbourne
 159 Grey Street East Melbourne Vic 3002
 Phone: (03) 9928 6555 Facsimile: (03) 9928 6444

St Vincent's Private Hospital Kew
 5 Studley Avenue Kew Vic 3101
 Phone: (03) 9851 8888 Facsimile: (03) 9853 1415

www.svpm.org.au
 ACN 083 645 505



REPLY PAID
 St Vincent's Private Hospital Melbourne
 59 Victoria Parade
 FITZROY VIC 3065



Did we meet your expectations?

We highly value your thoughts and opinions. Your feedback will help us to improve our service.

No stamp required if posted in Australia



Why complete this form?


We want to hear from you! Every comment and suggestion will be read and considered. We will discuss your feedback at our weekly ward meetings and use your comments to help us improve our services.

I was a patient of St Vincent's Private Hospital at (tick) Fitzroy East Melbourne Kew

Date _____ Ward _____

Do you have any concerns?
Please speak with your nurse, or the Nurse Unit Manager, so we can provide immediate assistance and resolve any concerns you may have.

What did you **like most** about your hospital stay?



What **could we do** to make your hospital stay **even better**?



What to do with this form?


- Put in collection box (at nurses station)
- Or simply drop in mail box (free postage)

Thank you, your feedback is much appreciated. We hope you enjoyed your stay.

Has a staff member provided **exceptional service?**

If yes, please let them know.
Fill out the certificate below, and we will pass it along to them.

JUSTICE



ST VINCENT'S PRIVATE HOSPITAL
MELBOURNE
A FACILITY OF ST VINCENT'S HEALTH AUSTRALIA

Recognition of Exceptional Service

To: (Name of staff member)

For: (What they did)

From: (Your name – optional)

COMPASSION

EXCELLENCE

INTEGRITY