



Government of South Australia
Country Health SA

Mount Gambier Office
PO Box 267
22 Sturt Street
Mount Gambier SA 5290
Tel 08 8724 5222
Fax 08 8723 3166
ABN 96 157 660 816
www.countryhealthsa.sa.gov.au

18 February 2008

"National Patient Charter of Rights"
GPO Box 5480
SYDNEY NSW 2001

Dear Sirs,

Thank you for the opportunity to comment on the development of the National Patient Charter of Rights 2008:

The Quality and Safety Directorate of Country Health SA is in agreement with the draft National Patient Charter of Rights and believe that the charter will compliment the work that CHSA currently has in progress

Country Health SA in 2007 implemented a program to improve quality and safety across CHSA health Units, with a focus on consumer feedback. To formalise this, a Consumer Feedback Working Group was formed in 2007; (covering consumer compliments, complaints and suggestions) the aim of this group is to develop common consumer feedback packages which include the following:

1. Policy
2. Procedures
3. Consumer Feedback process
4. Response and acknowledgement letters
5. Consumer information Brochure.

The rights and principles included in the Draft National Patients Charter of Rights have been included in the development of this package. When completed the National Patients Charter of Rights could be an additional document in the package to improve and encourage consumer feedback.

Yours sincerely

Helen Chalmers
EXECUTIVE DIRECTOR
SERVICE OPERATIONS AND EARLY CHILDHOOD