

Clean Hands: patient and carer feedback

Clean hands are important to prevent the spread of germs and reduce infections. Letting us know about when healthcare workers clean their hands during your stay/visit helps us improve the care we provide for all patients. Please record below if you saw your healthcare worker/s clean their hands using soap and water OR using hand sanitiser/gel during your care.

Tick the box that applies to you

Are you	Yes	No
A patient?		
A carer of a patient?		
A family member of a patient?		
Someone other than the above?		

Clinic/ward/ emergency department you are visiting/staying in: _____

Date of visit/stay: _____

Tick the box for the healthcare worker that you are providing feedback on

Healthcare worker type	Yes	No
Doctor		
Nurse or Midwife		
Allied health (for example: Physiotherapist, Occupational therapist, Radiologist, Pharmacist)		
Student healthcare worker		
Other staff (for example: clerical staff)		

Please turn over the page.

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Tick each box that applied to your care or the patients care

I saw the healthcare worker clean their hands	All the time	Most of the time	Sometimes	Rarely	Never
Before providing care to me or the patient					
After providing care to me or the patient					

Would you feel comfortable asking your healthcare worker to clean their hands? _____

Is there anything else you would like to let us know about your experience of your healthcare worker/s cleaning their hands?

For more information on hand hygiene for patients and carers, scan the QR code below.

safetyandquality.gov.au



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for more
information