



East Grampians
Health Service
*improving the health
of our community*

FEEDBACK SNAPSHOT

JANUARY TO MARCH 2021

TYPE OF FEEDBACK



TOTAL

13

COMPLAINT

5

CONCERN

0

SUGGESTION

SEVERITY RATING

0

Catastrophic

0

Major

3

Moderate

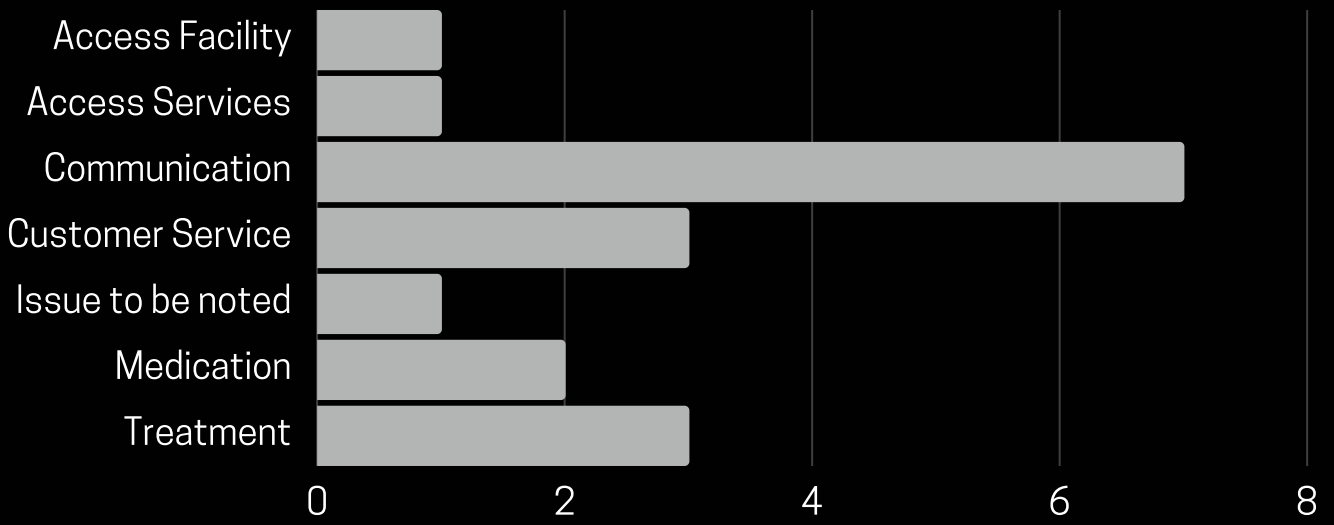
15

Minor

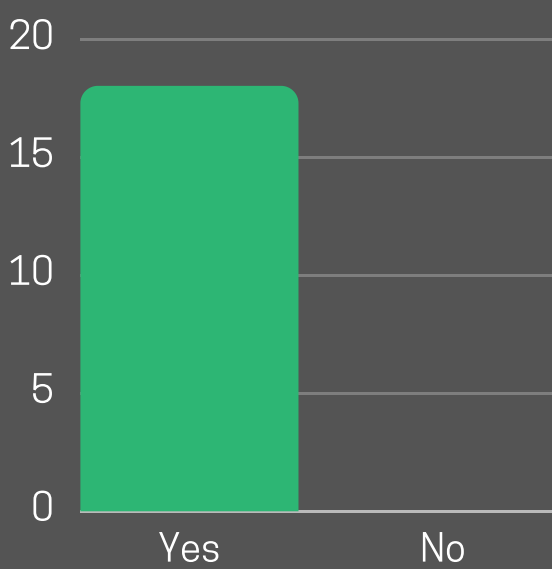
0

No action
required

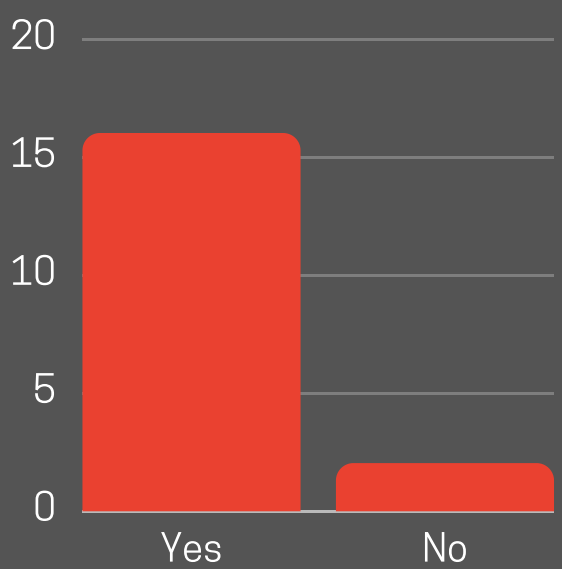
FEEDBACK RELATING TO



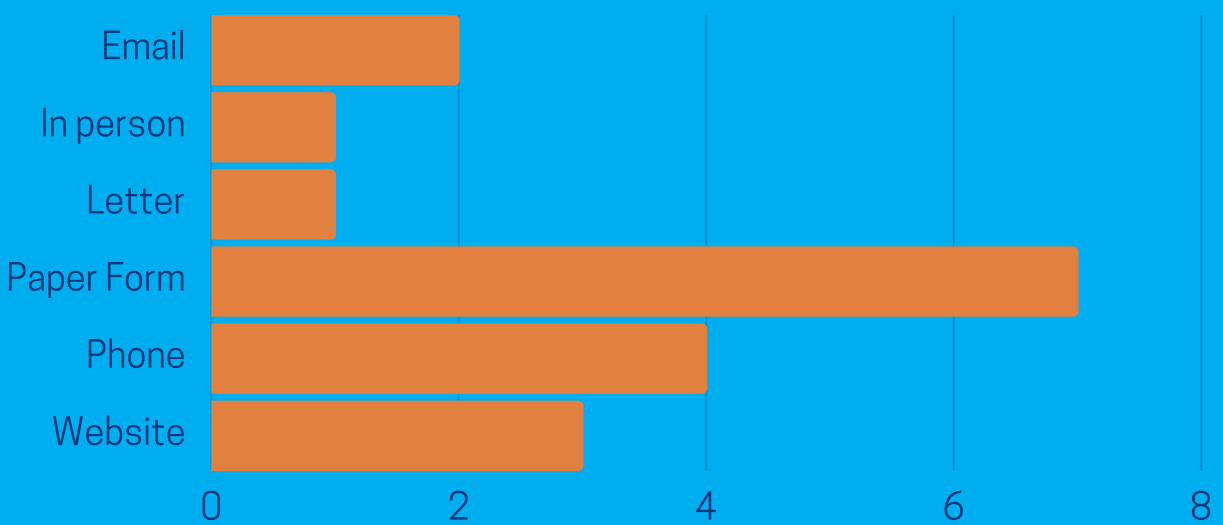
Acknowledged in 24 hrs



Closed in 30 days



FEEDBACK METHOD





East Grampians
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COMPLIMENT SNAPSHOT

JANUARY TO MARCH 2021

25

JANUARY

38

FEBRUARY

49

MARCH

112

TOTAL

Community Services

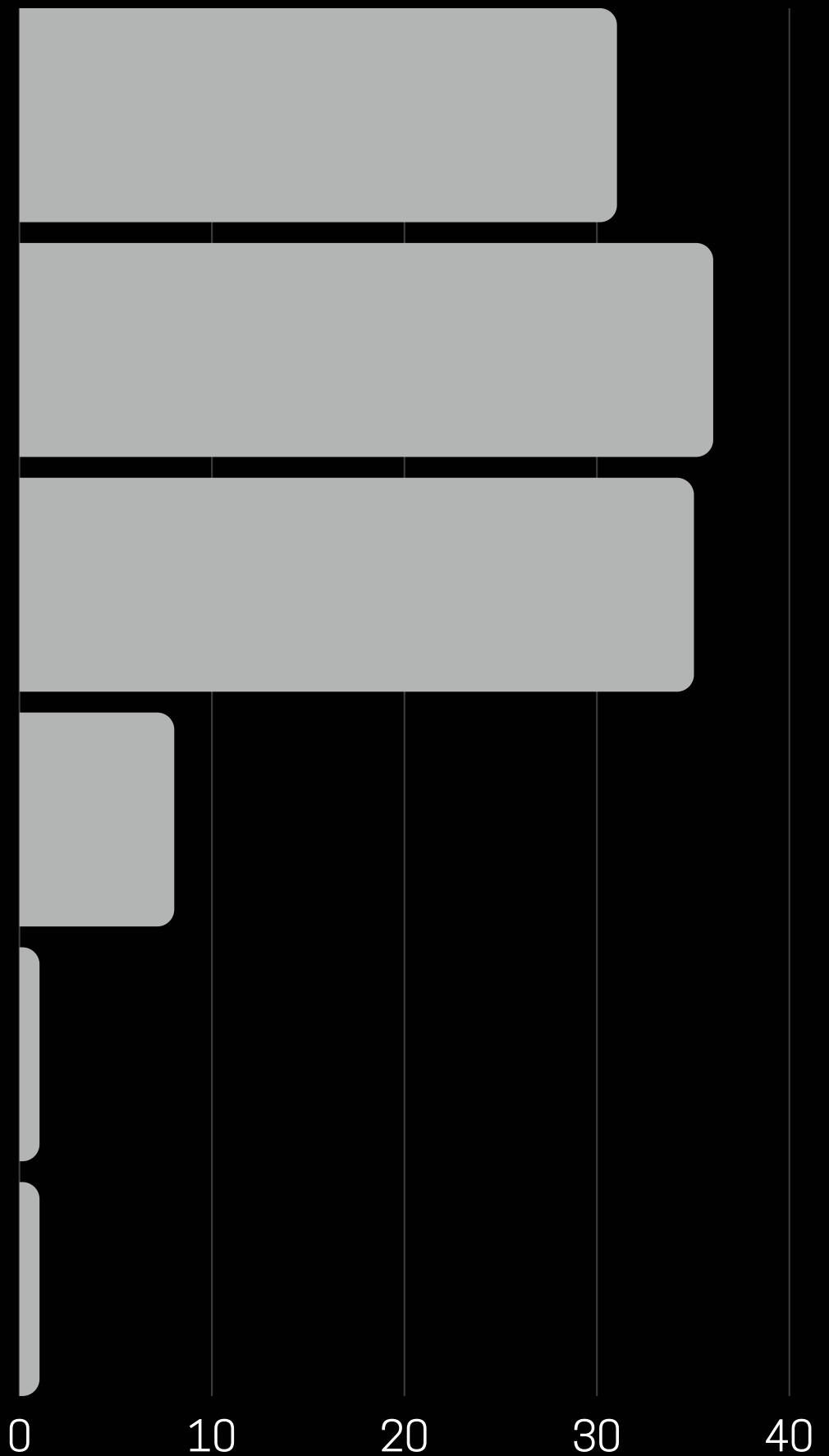
Acute

Periop

Aged Care

D&I

Support Services



YTD
TOTAL

112