



East Grampians
Health Service

improving the health
of our community

FEEDBACK SNAPSHOT

APRIL TO JUNE 2021

TYPE OF FEEDBACK



TOTAL

15

COMPLAINT

5

CONCERN

4

SUGGESTION

SEVERITY RATING

0

Catastrophic

0

Major

11

Moderate

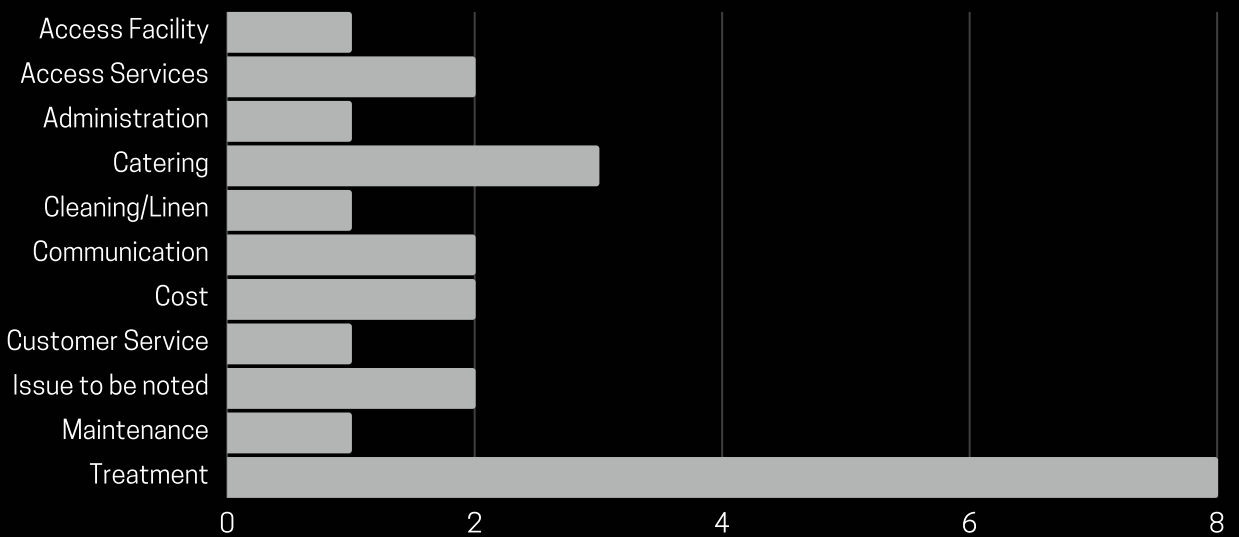
13

Minor

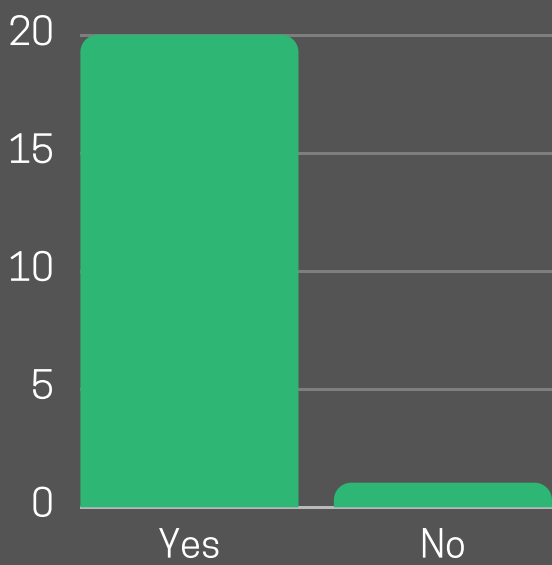
0

No action
required

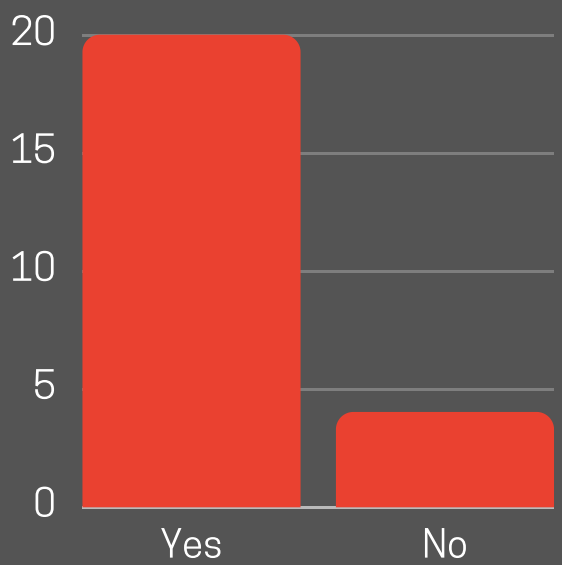
FEEDBACK RELATING TO



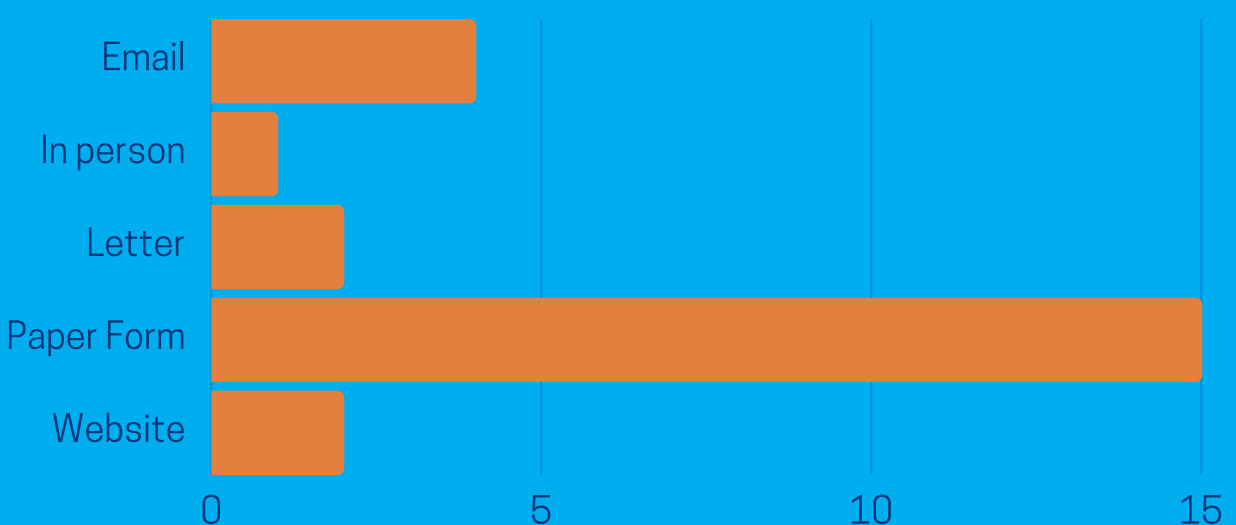
Acknowledged in 24 hrs



Closed in 30 days



FEEDBACK METHOD





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COMPLIMENT SNAPSHOT

APRIL TO JUNE 2021

69

APRIL

64

MAY

50

JUNE

183

TOTAL

Community Services

Acute Services

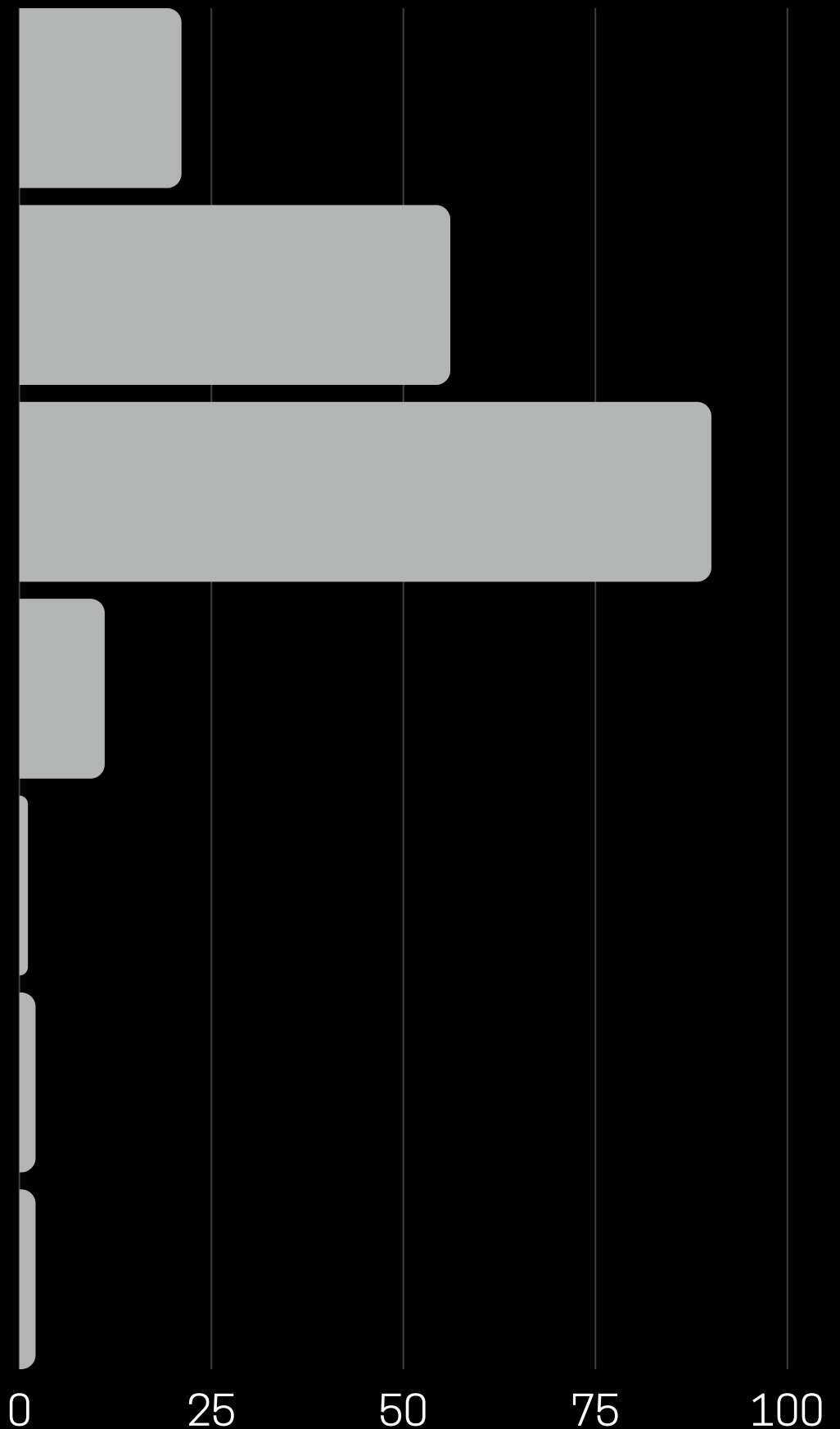
Perioperative Services

Aged Care Services

Medical Imaging

Other Clinical

Support



YTD
TOTAL

295