



Consumer Partnering

12 Feb 2025 / Shae Lees

Complete

Score	10 / 10 (100%)	Flagged items	0	Actions	0
Site conducted	Southside Endoscopy Centre				
Conducted on	12.02.2025 10:16 AEST				
Prepared by	Shae Lees				
Location	southside endoscopy centre				

Inspection		10 / 10 (100%)
Is there is a policy in place for Consumer Partnering		Yes
There is a Consumer Committee in place with a minimum of 3 consumers		Yes
Committee meetings are held on a bi-annual basis or more frequently		Yes
Do Staff receive training on patient centred care and the Partnering with Consumers Standard 2 NSQHS through in-services		Yes
Consumer activities and partnering are on the agenda for the appropriate HOD/RISK Meetings		Yes
Consumer activities are held on a regular, monthly basis		Yes
Activity results are collated and circulated to staff and committees for discussion and action plans		Yes
Feedback forms are available in recovery and reception and these are checked twice a week by the Quality Coordinator		Yes
Consumer feedback is made available on the website for visitors to the Site to view and circulated to staff via email and on kitchen noticeboard		Yes
The Consumer Committee members are involved with upcoming activities and encouraged to provide feedback/opinions		Yes
Comments/Suggestions:		