

Community Advisory Council

The Community Advisory Council (CAC) for Osborne Park Hospital was established in 1998 to provide an important public awareness link between health service customers - patients, families and the general community - and the hospital.

It works to ensure that the type and quality of services provided by the hospital meet community expectations.

The CAC is chaired by a community member, and comprises volunteers from the community along with senior hospital staff. Community members are encouraged to adopt 'portfolios' within the Council that reflect their special interests, for example rehabilitation and aged care, maternity or cultural diversity issues.

The CAC is committed to:

- Providing a customer point of view on activities and programs of interest to customers of the hospital
- Monitoring results of customer surveys, including compliments and complaints
- Examining the outcomes of hospital incidents and/or ways in which complaints are dealt with

- Commenting on proposed services, policies and procedures
- Working with and reporting to the Osborne Park Hospital Executive Committee on input obtained from consumers of hospital services.



Osborne Park Hospital

Established in 1962, Osborne Park Hospital (OPH) is a 205-bed capacity, 6-ward community hospital which provides health care services for north metropolitan suburbs.

Its specialist services include: obstetrics and gynaecology, anaesthetics, general surgery, orthopaedics, ophthalmology, urology, gastroenterology, paediatric surgery, ear nose and throat surgery, and rehabilitation and aged care.

Three new state-of-the-art operating theatres, endoscopy suite and day procedure unit have been built as part of a \$10.8 million redevelopment. Allied health services are provided and on-site pathology and radiology services are available.

OPH is part of the North Metropolitan Area Health Service which also includes Sir Charles Gairdner Hospital, Royal Perth Hospital, Swan and Kalamunda Health Service, Area Mental Health Services and Area Population Health Program.

It is accredited by the Australian Council on Healthcare Standards and has the longest accreditation (more than 16 years) of any metropolitan secondary hospital.



What Can You Do?

There are several ways you can support consumer participation at Osborne Park Hospital:

- **Become a member of the CAC**

As a member, you can help ensure appropriate action is taken on issues that concern health service consumers.

- **Offer your feedback to the CAC**

The CAC welcomes feedback from patients, their families and the community on the broad aspects of their experience as a patient and ways in which the experience could be improved for the general benefit.

While the Council cannot get involved in aspects of a patient's treatment, you are welcome to contact the CAC and offer feedback. A complaints/compliments form is available from staff within the hospital.

Written feedback can be sent to the CAC c/- Osborne Park Hospital Administration, Osborne Place, STIRLING 6021.

Who Can You Contact?

For more information about becoming a member of the Community Advisory Council, OR to provide feedback about Osborne Park Hospital, please contact a CAC member via:

Telephone: (08) 9346 8141

Fax: (08) 9346 8431

Email: OPHCAC@health.wa.gov.au



This information is available in alternative formats on request.

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Department of Health



Osborne Park Hospital

COMMUNITY ADVISORY COUNCIL Osborne Park Hospital



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