

Partnering with Consumers

Patient or consumer centered care is health care that is respectful of, and responsive to, the preferences, needs and values of patients and consumers.

Aesthetic Day Surgery (ADS) encourages the key principles of patient centered care by:

- treating all our patients, consumers, carers and families with dignity and respect,
- encouraging and supporting participation in decision making by all our patients, consumers, carers and families,
- communicating and sharing information with our patients, consumers, carers and families,
- fostering collaboration with patients, consumers, carers, families and health professionals in procedure and policy development, and in ADS service, delivery and evaluation.

We are very proud of Aesthetic Day Surgery's approach to patient centred care and continually strive to deliver the highest standard of care.

All feedback received from patients whether during our pre op calls, on the day of surgery from the patient or carers directly to our staff, via our patient survey or in the follow up post-surgery calls, is collected and shared with all members of the ADS team. All incidents are reported, reviewed and system improvements agreed and relevant staff trained on new processes as part of our quality management system.

Regular internal and external audits are undertaken of all processes and procedures including review and implementation of patient feedback.

A high level of patient satisfaction is part of our ADS vision and at the forefront of every ADS team member's mind. We encourage you to share your thoughts and suggestions with us on every aspect of your care at Aesthetic Day Surgery.