

Thank you for the opportunity to respond to the review

I am responding on behalf of the Transforming your experience team at SWSLHD.

We would like to ensure that the program prepares students to proactively engage with formal and informal patient and carer feedback and have the ability to reflect, critically think and consider the implications for their own practice.

Students who are able to accept feedback and work with their patients to optimise the best and safest care will be effective leaders and empower themselves and the patient in optimising the best care. This communication needs to not only address the needs of the patient and or carer but used to consider the best practice for individuals or communicated to the whole team to extend the practice change if needed or just to reinforce the practices that patients and carers respond well to or embrace as effective nursing care. Escalating concerns, celebrating effective practice and patient and carer satisfaction will empower students and graduating nurses and midwives to be the most responsive to the needs of the patients and role model excellent practice.

This would also align with National standards.

Feel free to contact me on behalf of the team if you would like any further information about our suggestions.

Kind regards

Louise

**Louise Smith**

Transforming Your Experience Coach | Transforming Your Experience  
South Western Sydney Local Health District

SWSLHD District Office | 52 Scrivener St, Warwick Farm, NSW 2170

Locked Bag 7279 | Liverpool BC 1871

Tel (02) 8738 8945 | Mobile 0409 771 475 | [Louise.smith2@health.nsw.gov.au](mailto:Louise.smith2@health.nsw.gov.au)



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