

Thank you for participating in the 2019 Patient Feedback Survey for our upcoming Accreditation.

We value your feedback and we are working on improving our policies and procedures to ensure we can provide you with the highest quality healthcare and client services.

It was evident that patients felt the following areas could be improved:

### **Waiting Times**

This is an inconvenience for all concerned and we understand that your time is valuable and we will endeavor to run to time where possible. Whilst some delays are inevitable due to emergencies or urgent cases, we are attempting to implement measures to rectify this situation. There are also some occasions a patient may take longer than anticipated due to medical reasons or an emergency and one day it may be you that requires extra time with the doctor.

The reception staff are happy to make a longer appointment for you, upon request if you have several or complicated issues that you would like to discuss in one day.

A Standard consultation is between 10 – 15 minutes.

Upon arrival for your appointment if the doctor is running very late, the receptionists will advise you. There are a few coffee shops nearby whilst waiting.

Steps you can take to ensure your appointment is on time

- ✓ Book an appointment for all people needing to be seen
- ✓ Stick to allotted appointment time
- ✓ Call the clinic prior to your visit to see if the doctor is on time

### **Home Visits**

Some of our doctors will do home visits to our regular patients outside clinic session times by request. Please call the receptionist by 7.45am (if possible) for the same day visit. However, if urgent home attention is needed throughout the day, telephone immediately.

### **After Hours Service**

This Practice has a formal arrangement with a Deputising (Locum) Service to provide afterhours care. This service is titled Australian After Hours Doctors. The contact number is **1300 4663 37**

There are pamphlets in the waiting room in regard to our afterhours care. There is also a message on our recorded message and on our website giving our patients the number to ring if they require after hours treatment.



### **Telephone Access to your Doctor**

We understand there are times where you may need to speak with your Doctor over the phone.

In general, we do not put telephone calls from patients through to our Doctors as they are usually in a consultation with other patients. For privacy and confidentiality the best form of contact is for the patient to make an appointment, however depending on the circumstance and if it is an urgent matter, we will always ask the doctor if they are willing to accept the call or to return the call when convenient. The doctor may also ask a nurse or receptionist to return your call. We will always try to help if we can, but please understand this may not always be possible.

### **Opportunity to make a complaint**

Our aim is to always assist our patients as best we can, sometimes patients may feel this hasn't occurred. The Practice Manager is available to have a chat to, or you can put your concerns in writing to the Practice Manager and this will then be dealt with. Just speak to one of the receptionists.

Thank You