

Thanks for participating in the 2023 Patient Feedback Survey for our Accreditation.

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

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

### **Low Performing Items**

#### **1. Everything ran on time**

This is an inconvenience for all concerned and we understand that your time is valuable, and we will endeavor to run on time where possible. Whilst some delays are inevitable due to emergencies or urgent case, we are attempting to implement measure 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 maybe 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 appointment is 15 minutes. This allows time for one issue.

Upon arrival for your appointment if the doctor is running very late, the receptionists will advise you.

Steps you can take to ensure your appointment is on time

- Book an appointment for all people needing to be seen
- Arrive at allotted time
- Book your appointment length you need for your needs
- Call the clinic prior to your visit to see if the doctor is on time

#### **2. I was able to see a doctor quickly when I needed to**

We understand that at times it is difficult to obtain an appointment.

- If an appointment is needed for a future date, we ask your appointment as soon as a date is known.
- For urgent on the day appointments, you can book either on Hotdoc or by phoning the clinic. We do keep appointments that can only be booked "On the Day" for urgent issues.
- Appointment is not needed for that day avoid the morning rush and call throughout the day.
- For script and referrals please book when you are on your last script – this will eliminate the need for an urgent appointment on the day.

#### **3. It is easy to make an appointment for a day and time that suits me**

The HotDoc app provides you of a calendar with the days and times the doctors are available.

Please obtain a copy of our Patient Information Brochure as guide for when your doctor works.

Thank you for your feedback.