

Patient Feedback Resolution

We constantly strive to give you the best possible care and attention. From time to time this practice invites patients to complete a questionnaire on their views of the practice and how it could be improved. These questionnaires are completely confidential and help us to improve our services. We endeavor to provide the best possible care according to AMA ethics.

We also have a suggestion form for any comments located at the reception desk. Feel free to comment on any issues or feedback you think we may benefit from. A box is provided for your anonymity. If you are unhappy about any aspects of our service, please ask to see the Practice Manager who will be more than happy to listen to you. Patients wishing to make their complaint to an outside source can contact the Health Services Commissioner on 86015200 or at 30/570 Bourke Street Melbourne 3000

As part of our ongoing improvement to improve our service through valuable feedback, we now aim to:

Goal 1

Improve waiting times for patients.

We aim to achieve this by:

- Providing additional doctors and nursing staff
- Improved methods for managing patients without appointments
- Improved triage training for staff to prioritize patient need and care

Goal 2

Improve long term focus for patients through health initiatives, preventative health and reminders.

We aim to achieve this by:

- Employing additional nursing staff to assist in facilitating this.
- Provide additional patient information brochures and literature.
- Increase the rostered nursing hours and enable 1 nurse to assist in the treatment room and one nurse to focus on health assessments, care planning, chronic disease management and recalls and reminders.

Goal 3

Improve availability of the practice.

We aim to achieve this by:

- Recruiting additional doctors to assist in facilitating extended opening hours with the view to start later in the year: weekdays from 7am – 11pm and weekends from 8am – 6pm.
- Employing reception/ administration staff to facilitate the extended hours.

Goal 4

Improve waiting room comfort and atmosphere.

We aim to achieve this by:

- Removing excessive wall posters and installing display screens with information to make the waiting space less crowded and busy to the eye.
- Consider background music
- Purchase prints or pictures for the walls that are relaxing and peaceful
- Include in our slideshow that if the patients feel that the room temperature is too hot or cold to please inform reception.

Speak to our Practice Manager if you would like more information on our improvements or wish to provide feedback at any time.