

Feedback Process

Recently we collected patient feedback as part of our ongoing commitment to improve our services. It was analysed by an approved third party CFEP as per the RACGP Standards for General Practice 5th Edition.

Hard copies were distributed to our patients over a period of 8 months. These were then collected and sent for evaluation. The Practice Team were advised of our results and response to these via intra mail.

What we learned from our patient Feedback responses:

What we are doing well:

Customer Service staff were seen to be respectful and warm towards patients.

Patients felt listened to and reassured.

Customer satisfaction- patients felt they were satisfied with consultations and ability of staff.

Patients felt like we offered a patient centred service and would recommend to friends.

What we could improve:

More appointments available.

Shorter wait times.

More Doctors.

Staff not greeting or giving eye contact.

Not offering more information on other services available at the clinic.

What we changed or put in place in response to patient feedback:

Steps have been taken through active networking to attract more practitioners to the practice. 3 in 2022. 2 new Registrars in 2023.

Better appointment management to cater for those who regularly run late.

Recruitment of further Registrars as a means of addressing demands and clinical growth as well as succession planning in the future.

Planning for addressing customer service shortfalls in future administration team meetings providing training as needed.

Information Screens and Website and social media platforms have been updated to advise of Skin Clinic Services available at our practice. There is also a prominent poster at the Entrance to our Lavington Clinic.

We informed our patients of what we learned and what we are doing about it by:

Posting this on our electronic information screens and website