

## **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 5<sup>th</sup> Edition.

Hard copies were distributed to our patients over a period of 3 months. These were then collected and sent for evaluation. The Practice Team were advised of our results and response to these via team meetings for Administration and Nursing staff as well as Executive meetings.

Improvements to be made were noted in meeting minutes before being actioned.

## **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.

### **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. 2 doctors in 2025 as well as 2 new Registrars in 2025. Recruitment of further registrars as a means of addressing demands and clinical growth as well as succession planning in the future.

Patients who see Doctors' who are heavily booked well in advance are being encouraged by staff to see another available doctor in the practice in the interim, until such time that they can see their usual doctor. Assuring patients that their usual doctor can be accessed if needed by the interim doctor.

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

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

Information Screens and Website and social media platforms are updated to advise of services available at our practice, as well as promotion of special days like R U OK.

We also use these platforms for seasonal promotions.

**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.