

Dear Patients:

Thank you for participating in the questionnaire we recently conducted in order to collect feedback from our patients.

We have now completed our analysis of the feedback and would like to share some of the significant findings with you.

**Overall, we found that:**

- most of our patients are happy with the level of healthcare they receive at our practice
- most of our patients are happy with the service they receive from our administration staff
- there are several ways we can improve the level of healthcare we provide
- there are several ways we can improve the service that our reception staff members provide

**We are very pleased to report that most patients rated the following aspects of our practice as 'very good' or 'excellent':**

- *The practice has introduced online booking, and this helps with the patient's ability to make appointments with their doctor of choice.*
- *The practice is recommended by patients.*
- *The practice's clinicians show great respect and treat our patients with respect.*
- *The practice's patients are satisfied with their consultations.*

**The feedback also indicated areas that we can improve, including:**

- *Patient wait times.*
- *Telephone access to their doctor.*
- *Opportunity to make a complaint.*

**We would like to tell you about some of the changes we are going to make as a direct result of the feedback we received from you and other patients.**

**The following changes will be made at the practice:**

- As of July 2019, the practice has feedback forms located near the front door for patients to voice their concerns.
- Reception staff to ask patients when making an appointment if longer is required or if there is more than one patient to be seen.
- Doctors are available over the phone for urgent enquires. URGENT CALLS are attended to immediately by the doctor. Non urgent calls are usually returned on the same day. A message will be taken for the doctor to call you back if they are unavailable on the day. If you need to discuss anything with the doctor an appointment should be made to see them in person.

**We will give you more information about any further changes so you can see how your feedback is helping us improve.**

Thank you again for your valuable contribution. Please call us on **03 9572 2211** or fill in a **Feedback Form**, if you have any questions regarding this feedback.

We look forward to continuing to provide you with quality healthcare.

Yours faithfully,

The GPs and staff members at Carnegie and Malvern Medical Centre.