

We recently carried out a patient survey (the Practice Accreditation and Improvement Survey) and asked for your honest opinion on the service we provide

We have summarized and noted your concerns below. Where we can we have taken appropriate action to make improvements to patient care.

<p><b>Drs keep changing</b></p>	<p>This is a difficult one to control. We are a training practice for new GP's (registrars) which involves our current GPs putting aside training and mentor time. New registrar's must spend time at different practices to ensure they have a variety of teaching and learning experiences.</p> <p>Many final year registrars have chosen to stay with us which is wonderful. We do our best to provide an environment which makes our staff and patient's happy.</p> <p>We have lost a number of GPs to interstate moves and even two overseas.</p>
<p><b>Notify me if a Dr leaves</b></p>	<p>This is difficult as we have to rely on our clinical software to nominate who 'sees' a GP. Sometimes patients have seen a GP once and will not want a message the doctor is leaving.</p> <p>The GPs therefore inform patients in a consultation if they are leaving. If you don't see the GP in the time frame leading up to their last day, reception will inform you when you book next.</p> <p>In regard to continuity of care we have a 'buddy' system so another GP will review results and deals with patient hand over information where necessary. You are of course free to see whom you wish. This is made much easier as your patient information can be accessed and added to by any GP across wither of our practices .</p>
<p><b>More 'on the day' appointments</b></p>	<p>Most GP have a number of appointments put aside to avoid being fully booked every day. If these remain free on the day, patients are free to take them if booking online or through Reception by ringing on the day. You may miss out if you ring after they have been taken.</p> <p>Drs can have less appointments for various reason: Popular and patients book ahead, they don't work full time so have less appointments available, they have been unwell and patients rescheduled further forward, another GP has been unwell and empty appointments were taken etc. Sometimes the doctors themselves take the blocked appointments if they need to urgently review someone.</p>

continued

**Wait times**

Longer wait times is frustrating for patients, staff and doctors. Unfortunately consultations can take longer than expected if not booked appropriately or if something unexpected happens. At times nervousness over a concern can mean the patient asks as their last question and the GP cannot ask the patient to return.

We have very clear information when booking online as to when someone should ring to book so we can do our best to book appropriate length appointments. Unfortunately this doesn't always happen and GPs may take longer to sort issues which then impacts patients following.

We have created an 'Emergency Dr' roster so each day we have nominated a GP who deals with emergency situations or urgent walk-in's. This has really helped share the burden of unexpected patients to see which contributes to doctor's running behind.

Often doctors work through their breaks in an attempt to catch up as being behind is also very stressful for them. We respectfully ask you to book through reception if your issue needs more than a simple, single appointment.

For example: WorkCover, a treatment room services (injection etc), Medical or Insurance related, more than one patient to be seen or anything with paperwork etc. If you are unsure, ring and check please.