

RT July 2019 onward

PATIENT FEEDBACK	PRACTICE RESPONSE
<p>Our patients kindly completed hundreds of surveys leading in to our practice going through accreditation mid 2019.</p> <p>A new requirement is to share with patients how we have dealt with feedback so please find this following.</p> <p>Written feedback indicated:</p> <ul style="list-style-type: none"> • Special interests of GPs was hard to find • Not sure how to leave feedback • Coffee\Tea should be available • Wait times were often long at times 	<p>Special interests for all providers are listed on our practice information sheet.</p> <p>We moved the location this was kept to a more prominent area and placed a poster above it saying 'please take' and a summary of what information was contained.</p> <p>We added extra information to our 'patient information' folders we keep in each waiting area. The front cover says 'please read me'. Contained within in are practice policies, patient code of conduct, services we provide, fees, accessing records and so</p> <p>We created a summary sheet of the location of various things which we have attached to new patient forms. This outlines where the toilets are, baby change rooms, Medicare\Centrelink, how our reminders, appointments online and appointment reminders work. Where feedback forms can be found and a suggestion to read through the 'patient information' booklet in the waiting area.</p> <p>Another sheet we have attached to our new patient forms is 'all about MyHealth Record'. We do have pamphlets available for patients at the entry so this is in addition.</p> <p>We LOVE the idea of coffee being available but unfortunately it becomes a hazard with people moving through waiting areas and kids sometimes moving unpredictably.</p> <p>Regarding wait times we have placed a document in the bathrooms of our practices and in the patient info booklet which asks patients to take in to account the following.</p> <p>It is important you help us book you an appropriate appointment by letting reception know if your visit might need a nurse (antenatal, dressing, pre-employment medical, vaccination) or if your visit is out of the ordinary (paperwork, workcover, insurance, superannuation, travel).</p> <p>When a standard appointment is booked and patient presents a tricky scenario it is difficult for a GP to run on time. A doctor running a few minutes over on every appointment can put them an hour behind very easily.</p> <p><i>We ask for understanding where</i></p> <ul style="list-style-type: none"> • A doctor needs to stay within a set time frame • A doctor may suggest a patient return to address remaining issues • An emergency takes precedence over anything else • A doctor may not be able to see a family member who doesn't have an appointment • A doctor can only deal with a really urgent \ can't wait condition and nothing else