

Patient Survey Feedback 2019 .

In response to our recent patient survey we noted that our clinic faired poorly on the following items

- 1) Telephone Access to a Clinician
- 2) After Hours Service
- 3) Obtaining a Home Visit
- 4) Waiting Time in Surgery
- 5) Providing Feedback to the clinic.

In response to this feedback we would like to inform our patients that: -

- 1) We do not put through calls to clinicians when they are consulting. This ensures the uninterrupted attention of the doctor when they are consulting in their rooms. Leave a message with our administration staff and the doctor will call you back in their next break.
- 2) We offer 24 hours care for all our Patients. One of our doctors is always on-call to assist you with your enquiry. Ring our standard number – 0260243588 at any time of the day.
- 3) All our doctors will perform home visits for seriously ill or incapacitated patients. Just ask our reception staff for this service.
- 4) Waiting times are particularly hard to address in General Practice. Whilst our Doctors try to run on time, the unpredictable nature of General Practice means that complex issues can arise that take the doctor a longer time than expected to address. Our staff will assist you in estimating the waiting time to see the doctor when you arrive in the clinic. Another option is to call ½ hour before your appointment time to see if the doctor is running on time. P
- 5) Please email the Practice Manager:- Leon Morgiewicz at Leon@awfmc.com.au. At any time to provide feedback regarding the clinic.