

We listened to your feedback

As a result, we're taking active steps to better your patient experience

At [redacted] we carried out a patient survey and asked for your honest opinions and feedback to help us identify what our team is doing well, if we've missed anything or whether there's an opportunity for us to do things better. Based on our report provided by CFEP Surveys, we've listened to your feedback and have taken the following steps to improve the care and service we provide.

What you told us	Changes we're making
<p>1.</p> <p>Extended waiting times whilst in the clinic</p>	<ul style="list-style-type: none">• Focus on advising patients of expected waiting times.• Patient encouraged to ask reception for update if waiting for longer than 30mins• Telephone consultation available• Reschedule appointment if waiting time not suitable• Warragul Urgent care clinic for more pressing issues• Sign addressing these issues displayed in reception area
<p>2.</p> <p>Information on staying healthy</p>	<ul style="list-style-type: none">• Posters and brochures displayed all around the waiting room• Patient healthcare information sheets are available through your GP during consult• Health links provided on website to Australian Government providers EG: Cancer council, Aged Care, Immunisations, Chronic Disease etc• Tonic TV displayed in waiting room area with current up to date health promotions• WFM reminder system for those patients that allow electronic communication and reminders

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<p>3.</p> <p>Length of visit times</p>	<ul style="list-style-type: none">• Ability to book online giving patient control over their appointments, rescheduling or canceling• Ability to request a longer consult should you require with your GP (Please speak with reception)• Prepare in advance - Write down your concerns, medications, symptoms so as not to forget during the consult• Ask for a follow up appointment• Try and book first appointment in the day• Phone appointments for simple requests EG: scripts
<p>4.</p> <p>Explanations during or satisfaction of consult</p>	<ul style="list-style-type: none">• Ask your GP for clarification (Can you explain this to me another way?)• Book a follow up appointment or longer appointment• Request written information• See another GP in the clinic if communication style does not fit your interests• Feedback to your GP or Practice Manager• For patients with language barrier concerns an interpreter service is available free of charge during your consults.



Your Time Matters to Us

At our clinic, we aim to keep waiting times as short as possible. However, due to the nature of medical care, there are occasions when delays can occur. Please know that we value your time and appreciate your patience.

If you have been waiting for 30 minutes or more, we encourage you to speak with our reception team. We are here to help and can offer the following options:

Options available to our patients:

1. **Ask on arrival** for the expected wait time to see your GP.
2. **Let reception know** if you have been waiting for 30 minutes.
3. **Reception can check with your GP** and provide an updated timeframe.
4. **Request a telephone consultation** where appropriate.
5. **Reschedule your appointment** to a more convenient day or time if your matter is not urgent.

Thank you for your understanding and cooperation.
We are committed to providing you with the best possible care.

— Warragul Family Medicine

