

**In a recent survey for Patient Feedback of our practice, we asked
 “How can the doctor/nurse and/or practice staff improve their service?”**

Number of patients providing feedback: 89
 These are the comments from our *Free Text* Component

PATIENT COMMENTS	OUR RESPONSE
Shorter wait times. A text message service that lets you know if the doctor is running behind.	This is something we are working on. Our doctors try very hard to not run late however there are some instances where this is unavoidable. Our receptionists together as a team are trying to come up with a plan to notified patients if this does occur.
The reception room is absolutely delightful. Definitely a nice change from other doctors’ surgeries I have been a patient at.	Thank you
Maybe more doctors so we can book in quicker.	We are now starting recruitment of more GP’s & Allied Health professionals
Bring back bulk billing.	Unfortunately, this is uneconomical. We do however bulk bill Pensioners & children under 16 along with offering discounted rates for Health Care Card holders.
No complaints from me 😊	Thank you
The ongoing renovations were a bit of an eye sore and hazard for my active Child. But all of seems to have been fixed.	We thank everyone for their patience whilst we were renovating. Majority of works are now complete.
Reduce fees.	Unfortunately, this is uneconomical. We do however bulk bill Pensioners & children under 16 along with offering discounted rates for Health Care Card holders.
Hard to say as I am very happy here, the ability to see the doctor quickly is excellent.	Thank you
Service is very good	Thank you
I'm happy with their service.	Thank you
Practice is amazing and so grateful for my care.	Thank you
Complete clarity on billing.	All information on our billings can be found at reception’s counter, on our website and on Health Engine.
Increase bulk billing offering to adults.	Unfortunately, this is uneconomical. We do however bulk bill Pensioners & children under 16 along with offering discounted rates for Health Care Card holders.
Better communication regarding data security of health records.	Our Privacy Policy is available on reception’s counter for your convenience.
Extend the hours of the phlebotomist.	Clinical Labs rent the space from us; we do not have any control over their opening hours.
All good 😊	Thank you
It is first class now!	Thank you
None - very professional centre.	Thank you
Very happy with the service.	Thank you
Be on time with appointment times.	Our doctors try very hard to not run late however there are some instances where this is unavoidable. Our receptionists together as a team are trying to come up with a plan to notified patients if this does occur.
Want full service.	We are now starting recruitment of more GP’s & Allied Health professionals. Hopefully we will soon have Physio, Psychology, Dietitians, etc.
Not aware of any.	Thank you
Larger patient waiting room.	If we could build outwards to make this possible, we definitely would.
Landscaping outside.	We have now started on our landscaping and it is starting to look great outside with fresh new parking lines being painted too.
Carry on as they are.	Thank you