

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: 93  
 These are the comments from our *Free Text* Component

PATIENT COMMENTS	OUR RESPONSE
Keep on time with appointments.	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.
Overall, everything is perfect.	Thank you
Look at charging less for regular visits.	We do offer reduced fees where applicable. We also bulk bill Pensioners & children under 16 along with offering discounted rates for Health Care Card holders
It is very popular place, so waiting time is a bit long.	Our doctors have added extra times in their diaries to help reduce wait times.
Wait time sometimes a bit long but do not mind as it shows that patients are not rushed during consultation.	Thank you. We will still continue to try and reduce wait times.
No improvement necessary.	Thank you
I am very happy with the practice service and advice. I have been coming here for many years. Sometimes I have to wait for appointment while doctor is busy. I accept this as okay. There are multiple services available now.	Thank you. We are continuing to recruitment more GP's & Allied Health professionals.
I think they are actually great here.	Thank you
I have never been unsatisfied with any staff.	Thank you.
Doctor and staff are top rate.	Thank you.
Keep doing what you are doing by offering a range of services in the one place.	Thank you. We are continuing to recruitment more GP's & Allied Health professionals.
For doctors who are very busy and one has to wait for two weeks and sometimes it would be very pleasing if a slot be allocated for these urgent visits. Time slots not used can be filled in.	Most of our doctor's reserve on the day appointment slot, however appointment needs are triaged in in most situations, if we can't get you in with your regular doctor, an alternate appointment will be offered to you.
More comfortable seating.	We are looking in to some different shaped chairs for reception.
Wait times can be an inconvenience.	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.
I do not think they can, always good. Have been attending this practice for several years.	Thank you.
Every service it is excellent. My only concern is the waiting time to see the doctor.	Thank you. We will continue to work on reducing wait times.
Since [doctor] arrived, has been extremely happy with services.	Thank you, we value all of our doctors.
They are already very good.	Thank you