

We listened to you... and we are improving patient care

At Nunawading Clinic we carried out a patient survey (the Practice Accreditation and Improvement Survey) and asked for your honest opinions on the service we provide. We listened to your concerns and have taken the following actions in order to make improvements to patient care where you feel it would be most useful:

What you told us	What we have done
1. You could not always see your preferred doctor	<p>We are actively trying to recruit more doctors to the clinic who will be here for the long term so that you can choose your preferred doctor.</p> <p>We encourage you to select a backup doctor at the clinic so you are still seeing someone who knows you and your health.</p>
2. You sometimes waited too long at the surgery to see your doctor	<p>We are encouraging our doctors to work harder at staying on time.</p> <p>We will make more use of SMS notifications when your doctor is unavoidably delayed.</p>
3. You have expressed satisfaction with the quality and time taken with your consultations.	<p>We are pleased that you have felt that you have been given adequate time and have been satisfied with your consultations. We aim to provide a high level of care.</p>
4. You have appreciated the increased telephone access to doctors	<p>One of the only positive things to come from COVID is the governments response to allow telephone consults with your GP.</p>