

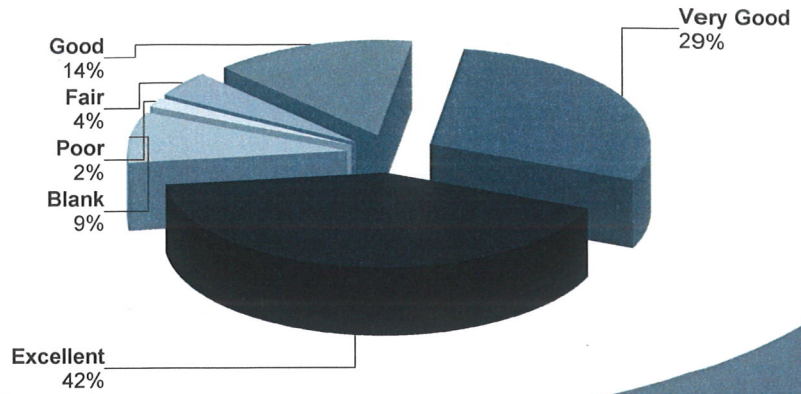
We listened to you.....and we are improving patient care

At **Springs Medical Centre – Daylesford** we carried out a patient survey in March / April 2015 (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
<p>1. Our appointment system doesn't always meet your needs in seeing your doctor of choice and providing continuity of care</p>	<ul style="list-style-type: none"> <li>• From April 2015 we have increased the number of pre-booked appointments for senior GPs (Dr Barrell, Dr Ingham, Dr Stewart, Dr Quin, Dr Malcher, Dr Wyer)</li> <li>• By September 2015 we will increase the number of appointments available online and the number of GPs available online</li> </ul>
<p>2. Waiting times have improved in the last 3 years but could improve more</p>	<ul style="list-style-type: none"> <li>• We have formerly appointed a designated receptionist to monitor both the physical and electronic waiting rooms each session</li> <li>• We have implemented the "30 minute coloured card system" for patients to report back to reception if their waiting time exceeds 30 minutes</li> </ul>
<p>3. Patients need to be better informed on the procedure for making a complaint and having the confidence to provide feedback without fear of discrimination or victimisation</p>	<ul style="list-style-type: none"> <li>• We have instructed our reception team to better promote the process for making a complaint or providing feedback including positively encouraging patients with issues to inform us</li> <li>• The process of making a complaint or providing feedback has been simplified and made more accessible by supplying a complaint form in all waiting rooms for patients to complete or take home and send in at a later date. The patient complaint form is now available on the SMC website also <a href="http://www.springsmedical.com.au">www.springsmedical.com.au</a></li> </ul>
<p>4. 8.30am telephone access for "on the day appointments" continues to be a frustration to patients</p>	<ul style="list-style-type: none"> <li>• More than two thirds or 66% of our appointments are able to be "<b>pre-booked</b>" in advance of the day of the appointment. Currently this is over 140 appointments per day. Our receptionists will continue to invite patients to pre-book appointments before you leave the clinic or remind you to call the clinic and pre-book an appointment a few days or weeks in advance.</li> <li>• Since February 2015 we have more doctors available to provide both "on the day and pre-booked appointments"</li> <li>• We have increased the number of staff from 2 to 4 available at 8.30am to take your calls for booking "on the day appointments"</li> </ul>

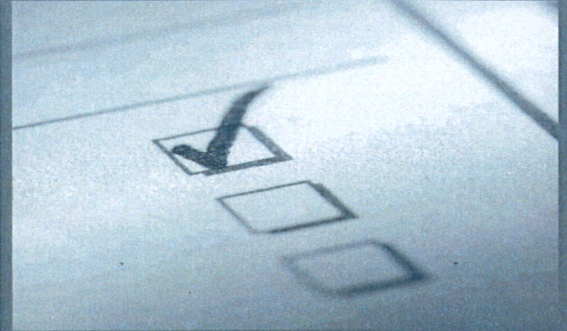
# 85%

of all patient ratings about this practice were good, very good or excellent

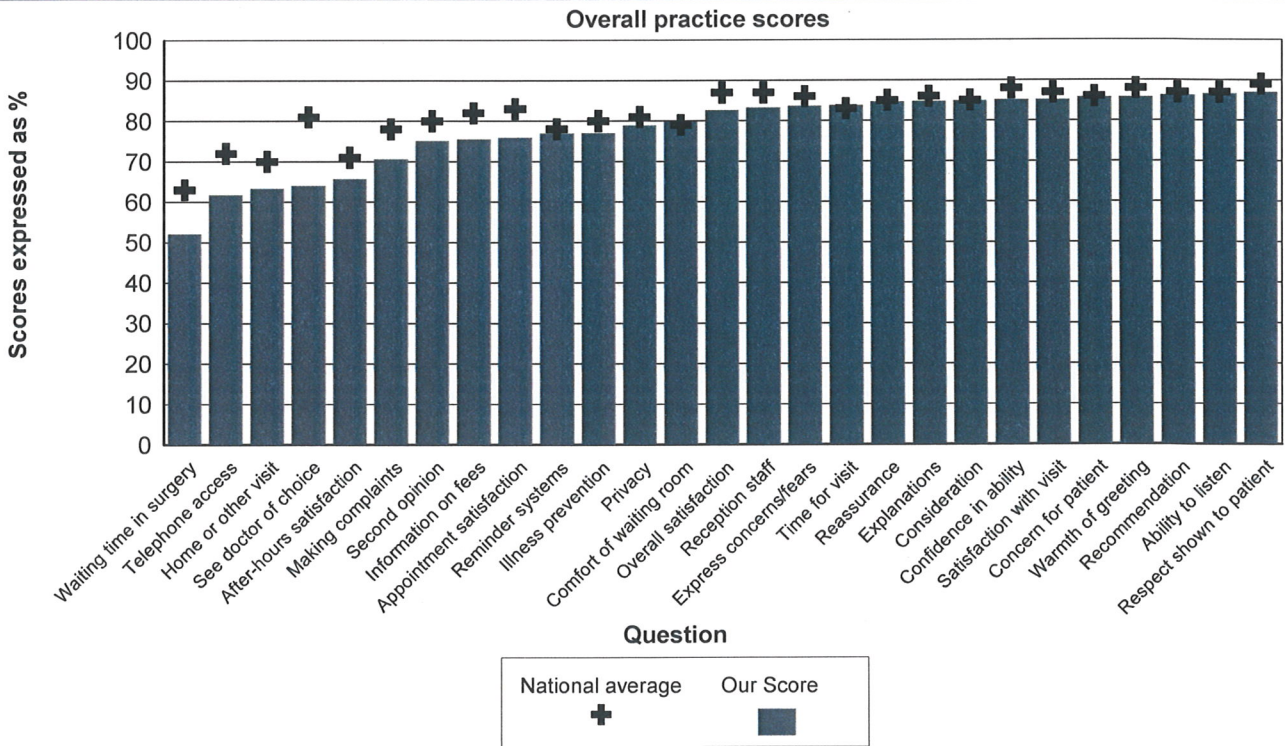


Thank you for your participation in this survey

## Patient Experience Survey Results 2014/2015 Springs Medical Centre - Daylesford



### "Striving towards excellence"



The results of this survey will help us to provide the best possible service to you

