

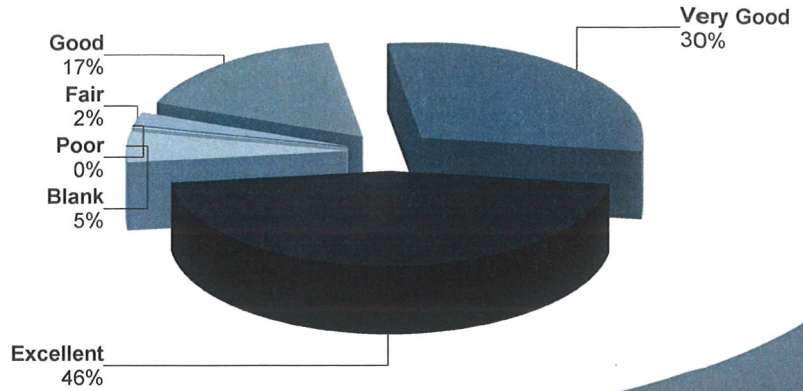
We listened to you.....and we are improving patient care

At **Springs Medical Centre – Trentham** 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
<p>1. Our appointment system and the number of GPs available at Trentham, 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>• Our receptionist will encourage you to book your appointments in advance where possible</li> <li>• We will try to better inform you of GP appointments available in Daylesford as an option to see the GP of your choice (we understand this is one option only and transport to Daylesford may not always be available)</li> <li>• Where possible we will increase the number of sessions each individual GP delivers at Trentham (this is subject to GP availability)</li> </ul>
<p>2. Waiting times have slightly deteriorated in the last 3 years</p>	<ul style="list-style-type: none"> <li>• Our receptionist will encourage patients to book the length of appointment that best meets your needs – for example we have single (up to 15 mins) and double (over 15 mins) appointments. If you think you might need a double appointment please alert the receptionist at the time of booking your appointment</li> <li>• We have implemented the “20 minute coloured card system” for patients to report back to reception if their waiting time exceeds 20 minutes</li> </ul>
<p>3. Information provision to patients could be improved including patients need to be better informed on the procedure for making a complaint and having the confidence to provide feedback without fear of discrimination</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>

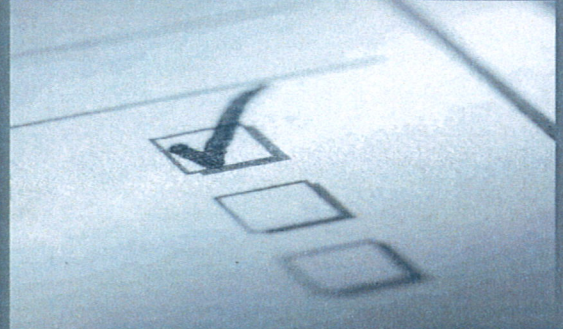
# 93%

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

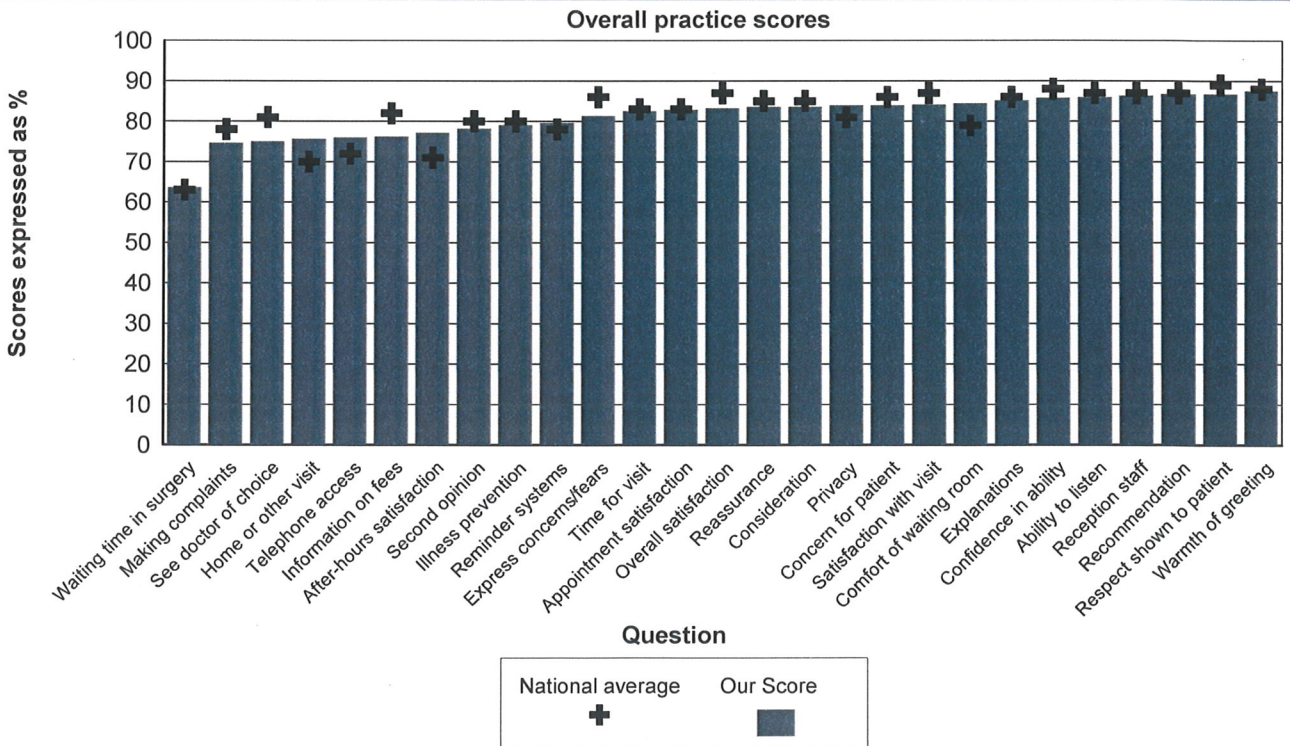


Thank you for your participation in this survey

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



### "Striving towards excellence"



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

