



Thank you for participating in the 2025 Patient Feedback Survey for our upcoming Accreditation.

We value your feedback and we are working on improving our policies and procedures to ensure we can provide you with the highest quality healthcare and client services.

It was evident from the feedback that patients felt the following areas could be improved:

Waiting Times

Longer waiting times are an inconvenience for all concerned. We understand that your time is valuable and we will endeavor to run to time where possible.

Whilst some delays are inevitable due to emergencies or urgent cases, we are attempting to implement measures to rectify longer waiting times with our doctors. However, we respectfully ask our patients to be mindful that there are also some occasions where a patient may take longer than anticipated due to medical reasons or an emergency- and one day it may be you that requires extra time with the doctor.

If you believe your consult may run overtime, our reception staff are happy to make a longer appointment for you upon request. Our doctors request that you do this if you have several or complicated issues that you would like to discuss in one day to avoid causing longer waiting times for other patients.

Please Note: A Standard consultation is between 10 – 15 minutes.

Upon arrival for your appointment, if the doctor is running very late the receptionists will advise you and give you the option to go for a walk/coffee if you prefer.

Steps you can take to ensure your appointment is on time:

- Book an appointment for all people needing to be seen
 - Arrive for the allotted appointment time
- Call the clinic prior to your visit to see if the doctor is on time



Home Visits

Some of our doctors will do home visits to our regular patients outside clinic session times by request. Please call the receptionist by 7.45am (if possible) for the same day visit. However, if urgent home attention is needed throughout the day, telephone immediately.

After Hours Service

This Practice has a formal arrangement with 2 Deputising (Locum) Services to provide after-hours care. These services are:

Hello Home Doctor Ph 134-100

The National Home Doctor Service Ph 13 74 25.

We have a sign on the front door with the Hello Home Doctor phone number. There is also a message on our telephone recorded message, as well as on our website giving our patients the number to ring if they require after hours treatment.

Telephone Access to your Doctor

We understand there are times where you may need to speak with your Doctor over the phone.

In general, we do not put telephone calls from patients through to our Doctors as they are usually in a consultation with other patients. For privacy and confidentiality, the best form of contact is for the patient to make an appointment, however depending on the circumstance and if it is an urgent matter, we will always ask the doctor if they are willing to accept the call or to return the call when convenient. The doctor may also ask a nurse or receptionist to return your call. We will always try to help if we can, but please understand this may not always be possible.

Opportunity to make a complaint

Our aim is to always assist our patients as best we can, sometimes patients may feel this hasn't occurred. All patients are welcome to request to speak to The Practice Manager, or you can put your concerns in writing to the Practice Manager. All complaints will be followed up with the patient and rectified where possible. Please speak to one of the Receptionists if this is required.

Thank You