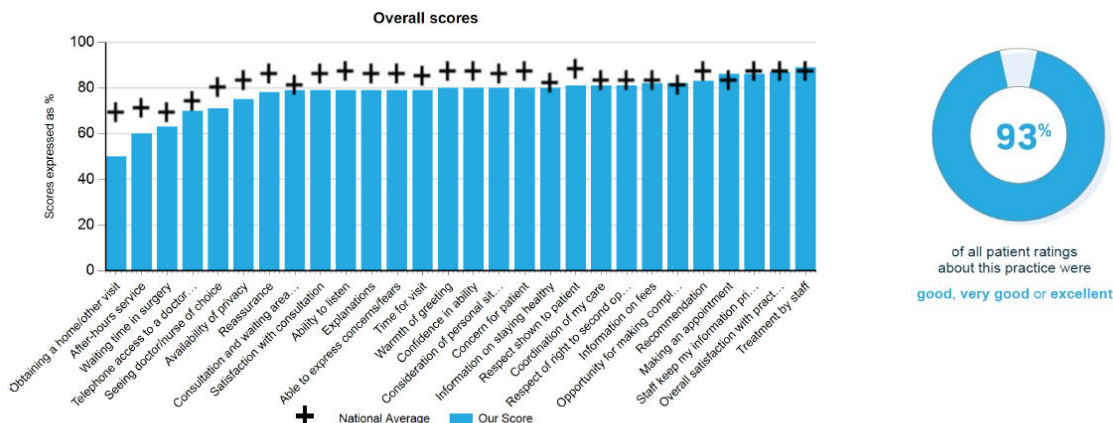


Response to Survey for Patients

Jindalee Care Medical Practice would like to extend a sincere thank you to all patients who recently completed our Patient Feedback Survey. We appreciate your time and participation. In total, 190 patients took part in the survey.

A random sample of patients shared their experiences, providing valuable insights into how we are performing. This information will help us ensure we continue to deliver excellent care. The survey results were overwhelmingly positive, with **93%** of ratings indicating **good, very good or excellent** experiences with our practice.



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

Additionally, we received specific feedback and compliments about the practice and team members. These comments are incredibly helpful and greatly appreciated.

What we are doing well

From the survey areas we identified that we are doing very well in, these include:

- Treatment by staff.
- Overall satisfaction with the practice.
- Making an appointment.
- Consultation and waiting area comfort.

Improvement areas

We understand it is important to identify areas where we are not exceeding your expectation and look at ways to improve this. The responses from the recent survey show that we could improve in the following areas:

- Obtaining a home/other visit
- After-hours service
- Availability of privacy
- Seeing doctor/nurse of choice
- Waiting time in surgery

We have discussed these survey results with the team and collaboratively agreed on an action plan to bring about improvement. We will be working on improving these areas in 2024.

You can find details of our action plan on the back of this page and on our digital display board in the waiting room. We will also communicate it through our Facebook page.

ACTION PLAN

Obtaining a home/other visit & After-hours service – This was a question we only achieved a 50% rating from our patients. When looking at our survey results this question had a high rate of not being answered, meaning it did not apply to them, they were unable to answer the question, or they had not used the service. Out of the 190 responses, 83 patients did not answer this question. Based on that, we believe we need more visibility around the after-hours service and making patients aware. We have agreements in place with deputising medical services to facilitate after-hours and home visits from a doctor. National home doctor is contactable on 13 SICK (13 74 25) and Hello Home Doctor is contactable on 13 41 00 for out of surgery hours consultations.

Availability of privacy

This was another question that had a higher nonresponse than other questions. The practice has a privacy policy in place which is followed. Our privacy policy is on our website or available in the surgery at reception. Additionally in response to having a privacy policy in place we have conducted a privacy audit within the surgery. We will also have our staff undertake further Privacy and Confidentiality training and mandatory data breach notification through General Practice Training.

Seeing doctor/ nurse of choice

As a practice we actively try to accommodate booking appointments with the patients preferred clinician. Most doctors work part time, meaning they are not here every day. When attending Jindalee Care Medical Practice, you are patients of the practice, and with that in mind, we encourage and welcome you to see another doctor with a timelier appointment that can assist you until your doctor of choice is available. All doctors consulting at the practice have access to your clinical records and will be able to help you.

Waiting time in the surgery

Waiting times can be particularly challenging to manage in general practice. While our doctors strive to stay on schedule, the unpredictable nature of the field means that complex issues can arise, requiring more time than anticipated to address.

Longer wait times are frustrating for patients, staff, and doctors. Unfortunately, delays are often unavoidable due to consultations taking longer than allocated time or something unexpected happening in the consultation.

Keeping this in mind, the surgery has identified areas where improvement can occur and has developed actions that aim to optimise waiting times.

These include:

- Ensuring that appointments continue to be booked as accurately as possible. This includes limiting the type of appointments that can be booked online to ensure correct time is allocated.
- Review of appointment management to cater for doctors that run behind.
- Ensuring that the length of time allocated for your appointment is appropriate based on your reason for visiting. This may be why you are asked when booking your appointment if you have multiple health issues or complex medical conditions to discuss or require a procedure to be performed (e.g. cervical screening test/ care plan/ mental health plan).
- Unfortunately, it is not viable for the practice to contact you in advance when there are delays (apart from exceptional circumstances), however, we believe we can improve the way we communicate wait times when you arrive at the practice. Therefore, our aim is to inform you at check-in about wait times and provide updates where possible.