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| **HATHERLEY MEDICAL CENTRE** |

**Patient Survey – 2023/2024**

**Responses and Improvements**

Thank you to those who took the time to complete our patient survey earlier this year.

We are very happy to inform you that the majority of our patients are very happy with the level of care and service we provide at Hatherley Medical. We will continue to ensure that all our patients feel cared for, listened to and comfortable in the welcoming environment we provide.

In response to your feedback, we would like to inform you of the following outcomes:

**Areas of High Performance were the following**:

* Clinical team respected me and my health care
* Clinical team was caring and showed concern for me as a person and paid attention to what I had to say
* I was confident my information will remain private and confidential
* All my question were answered, and I feel I received enough information
* The practice is clean and tidy
* The physical aspect of our surgery allows for privacy and confidentiality
* Reception staff and always helpful

We are proud of the care, respect, friendliness and continuity of care we provide to all our valued patients.

**Areas of Low Performance**:

* Some patients are not always able to see a doctor quickly when they need to
* Things do not always run on time
* It is not always easy to make an appointment for the day and time that suit me (patient)

Whilst we always do our best to ensure patients can see the doctor of their choice and on the times and days that suit a patient it is unfortunately not always possible.

**Recommendations to alleviating these issues:**

* Adding in extra “on the day appointments” for urgent appointments
* Communicating with patients, wait time if doctors are running late
* Having a cancellation waitlist for patients
* Procedure to explain any delays to patients

**Procedures in Place to try and help alleviate appointment availability and wait times:**

* Hatherley Medical have always had a “on the day appointments system”, unfortunately these appointments do get taken quickly, we have tried to put in a few extra however, on the occasions of very sick children / patients we do have to sometime use these.

We have always had a policy that sick babies and small children are to be fitted in, this is something that we always make work providing there is a doctor on the premises, which means after 9.00am and before 6.00pm most days.

* We always apologise for the delays with doctors that sometimes occur that cannot be avoided, this is mainly due to patients booking shorter appointments and then taking longer, or the appointment being more complex or serious than perhaps anticipated. We always ask patients if they require longer appointments, this does make it better for the patient and others.
* We have put in place that should a doctor be running unreasonably late we will phone the patients and advise them of the time delay, it is then up to you to decide whether you would like to reschedule or come a little later.
* It is very important to remember that the doctor will inevitably run late at times, this is not necessarily anyone’s fault. It is a good idea to remember that when making appointments, when you perhaps have other appointments, children to pick up from school etc., and look at the time of your appointment and allow for any delays.
* We have a cancellation list which is available. Once you have made an appointment you can then request to be put on the cancellation list, this can either be with your own doctor or any doctor.

We welcome all of our patients to provide feedback at any time, we get a lot of lovely feedback from our patients on a regular basis which we all really appreciate and pride ourselves on. However, we do also welcome any suggestions, complaints or concerns.

You can ask at reception for a feedback form, or alternatively you can download the form on the website: www.hatherleymedical.com.au

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