

Barwon Heads Family Practice

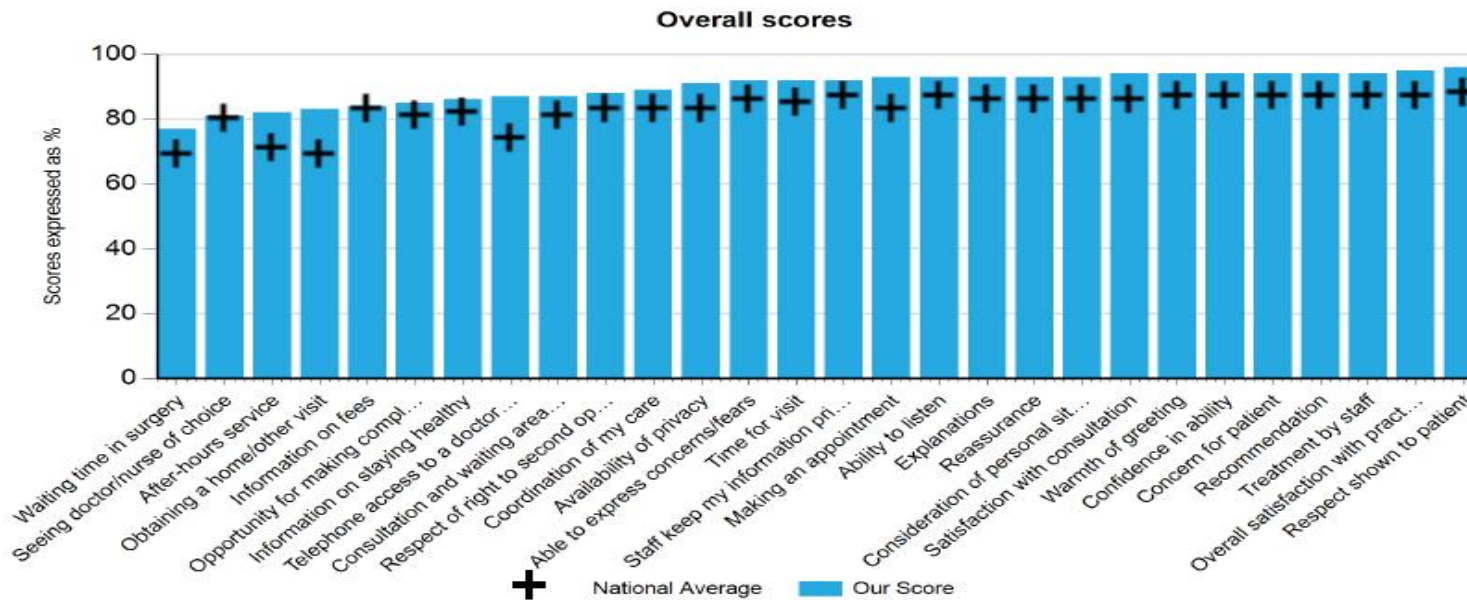
Here are the results of our recent

PATIENT FEEDBACK SURVEY

*Striving towards
excellence!*



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



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

Barwon Heads Family Practice

WE Listened to your feedback

As a result, we're taking active steps to better your patient experience

Patient Survey Action Plan

1: Which are the areas where the practice is performing strongly? Are you pleased with these scores and why?

Areas where the practice is performing strongly	<ol style="list-style-type: none"> 1. Respect shown to patients 2. Overall Satisfaction with the Practice 3. Treatment by staff 4. Concern for patient 5. Staff keep my information Private
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2: Which are the areas where the survey identified the greatest potential for improvement?
What actions might you take to improve performance?

Areas where the survey identified the greatest potential for improvement	Brief commentary	Actions taken to improve performance.
	<ol style="list-style-type: none"> 1. Waiting time in the surgery 2. Don't like saying DOB in clinic 3. More available Emergency appointments 	<ol style="list-style-type: none"> 1. * We are putting in more breaks for doctors <ul style="list-style-type: none"> • Changing telehealth appts for some doctors • We have recently added 2 new doctors and welcomed back another from maternity leave to improve access • Communication to patients when we have an emergency • Call patients to let them know if the doctor is running behind 2. * They can write it on paper or show a driver's licence ect. <ul style="list-style-type: none"> • We also have a sign at reception explaining why we ask for DOB. 3. We now have a triage doctor Monday to Friday with on the day appointments <ul style="list-style-type: none"> • Our Nurses also triage our patients and will advise if they need to be seen on the ay urgently or it can wait. • We try to fit in all our patients that are urgent if we have the capacity and the doctors

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	<p>4. Fee Information</p> <p>5. After hours Service – Would like a local service</p>	<p>4. We have our fees on our website</p> <ul style="list-style-type: none">• On our Practice information form• On Hotdoc when booking online• Reception advises new patients on the phone• Fees are displayed at reception• Nurses/Doctors advise on vaccination fees• We have conducted education around correct financial consent. <p>5. We continue to provide feedback to the Primary Health Network on the need for round the clock medical care.</p> <ul style="list-style-type: none">• As a result of such advocacy, the PHN has obtained funding to increase access to locally based after hours care which we hope will be rolled out in the next few months.• We continue to offer home visits during the week to all patients to ensure equitable access to medical services for patients of our practice constrained by work or childcare requirements.• We are increasing access to our doctors outside of standard office hours to facilitate the same patients – we will be doubling the number of sessions on Monday evenings starting in 2025 and increasing the number of doctors working Saturday mornings as much as possible.• Our after hours service is 13Sick – National home doctor• The information for the after-hours service is displayed on our windows and practice information sheets
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