

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

At SmartClinics Woree 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	%
We were welcoming upon your arrival	92.10%
We were professional in dealing with you	92.33%
We treated you with respect	92.10%
We had enough time to talk to you about the things that were important to you	89.74%
We guided you on how to take medications correctly	90.67%
We provided privacy where you were examined	92.11%
Time you had to wait after arriving at the clinic	63.50%
Getting an appointment for a time that suited you	77.17%
Being able to see the doctor of your choice	79.65%
Being able to see a doctor at the clinic when you needed urgent care	74.65%

What you told us	What we have done
Time you had to wait after arriving at the clinic	Improving communication from reception and better booking system to advise patients of longer wait times and/or schedule more appropriate consult duration
Getting an appointment for a time that suited you Being able to see the doctor of your choice	More advice given to patients about which doctors have waiting lists for appointments and how early to book in advance
Being able to see a doctor at the clinic when you needed urgent care	More "Book on the day" appointments blocked to allow urgent patients and a better triage system via the nurses who can

	see the patient first and then the doctor when they are available
Would really like a female GP to come on board	Currently trying to recruit a female doctor and more female nursing staff to help with women's health

Some further comments made by patients on their surveys for ideas for improvement/positive and negative feedback:

"I think everything is first class customer service"

"Friendly service always"

"Dr Goldstein Saturday availability would be wonderful"

"Praise to Dr Goldstein – just for excelling at his job and treating patients in a friendly and professional manner"

"Front desk staff always friendly, this includes the nurses as well"

"I would really like a female GP to come on board – I go to another practice for gynae/women's health issues"

"Slightly longer appointment times would be good 10 minutes doesn't feel enough sometimes even though it is only for one problem"

"I would change the seating as the chairs are a bit uncomfortable for long periods"

"Offer ear plugs to cranky old buggers to offset squalling kids"

"Pay the reception ladies extra"

"I wouldn't say no to a bar and table service"

"Due to current doctor staffing levels there is a massive delay in getting in but if you see the doctor weekly or fortnightly advanced bookings are always available. Had a few times with urgent treatment I had to go elsewhere"

"Need to advise of wait times as I usually come to appointments on my lunch break"

"Doctor needs to explain what the condition is, not just prescribe a drug and send you away"