



HARGREAVES STREET MEDICAL PRACTICE

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Feedback Survey Responses- December 2022

We would like to thank the patients who took the time to complete our recent patient survey. Your participation and feedback are greatly appreciated and we truly value the constructive and informative information you have provided.

The overall feedback was very positive with many comments received regarding the exceptional service our practice and staff deliver. We thank you kindly for your positive feedback; it gives further encouragement to our team who will continue to work hard to ensure we can keep providing you with high quality service.

From completing this survey, we were able to shed light on some areas we need to further improve on. Areas that were recognised for requiring improvement as a priority are:

- Appointments not running on time (difference between scheduled and actual appointment time)
- It is not easy to make an appointment for a day and time that suits me.
- I am unable to see a doctor quickly when I need to.

Changes planned to address the feedback from our patients:

1. Appointments not running on time:

While we do our absolute best to ensure we minimise the wait time of our patient's, there are many factors that can influence this. We acknowledge that we all lead busy lives and waiting can be both frustrating and annoying.

To try and minimise the delay in patient waiting time, we have put the following measures in place:

- Where possible, if the GP you are booked to see is running behind, we will send an SMS message to you, advising of the delay and allow you to either attend at an updated time, or to reschedule the appointment, prior to actually attending.
- We encourage you to call the practice prior to attending your appointment, where we will be happy to advise you if there is an anticipated delay.
- We do ask for your understanding if you experience longer than anticipated wait times. Emergencies are unpredictable and frequent and do result in unexpected delays.
- Booking longer appointments. Where possible, if you identify that you have multiple issues to discuss with your GP, requesting a long appointment will allow the GP to address all of your issues in the allocated time, reducing the risk of them falling behind, and thus reducing waiting times for others.





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2. Ability to make an appointment at a suitable time for your needs

We currently have 5 GPs who work a variety of rostered hours to accommodate the needs of all patients. We also offer a 5-day-a-week service. The peak time for appointment requests is often late afternoon, as these times suit those who work, or have school-aged children. We understand that it would be ideal to be able to pick a time that suits you and obtain an appointment, but unfortunately, this is not always guaranteed.

We routinely keep a considerable number of appointments, spread throughout the day, with different Doctors, with the aim of being able to accommodate patient requests. Phoning the practice early in the day is the best chance of securing a preferred time. We also offer the ability to book appointments online which is available to all patients to access via our website. We encourage the use of this service, which allows you to see all available appointments for all Doctors in the practice, allowing you to book a time that suits you.

3. Ability to see a Doctor quickly when I need to:

At Hargreaves St Medical Practice, we pride ourselves on the ability to meet most patient requests for an appointment on the day, and always accommodate patients whose needs are deemed as urgent. We have two doctors who work with flexible appointment times and have 20 min free slots every hour, which give recipients the opportunity to add patients with them if needed.

All reception staff have sufficient training to identify urgent needs and will take appropriate action to ensure the patient is seen in a timely manner, either by making an appointment or transferring the call to the Nurse for further triage.

It is our policy that NO medical emergencies will be turned away. We endeavour to accommodate the needs of our patients and ask for your understanding of the fact that it is not always possible to obtain an appointment immediately for non-emergency presentations, particularly if there is only a certain window of time.

Once again, we would like to pass on our sincere gratitude to all of our patients who participated in the survey. Your feedback is valuable. We are constantly striving to improve your experience at Hargreaves St Medical Practice, and encourage any future feedback through our feedback form, which is located in the waiting room, and also on our website.

