We conducted the Practice Accreditation and Improvement Survey to gather your honest opinion about the service we offer. Below, we have summarised and acknowledged your concerns. We have taken necessary actions wherever possible to enhance patient care.

Area of Concern	Improvement Plan
Gap payment	We take pride in delivering high-quality, evidence-based, and comprehensive healthcare. To ensure that we can continue offering this level of care, we regret to inform you that, at this time, we are unable to provide bulk billing for most of our appointments. This limitation is solely due to the underfunding of General Practice. We are committed to supporting our community. As such, we will continue to bulk bill pensioners, children under 16 years of age, DVA and health care card holders. Having a complex health journey can be taxing on your wallet so we will continue to bulk bill care plans and health assessments. We encourage you to learn more about this issue by visiting www.racgp.org.au. If you wish to express your concerns to your local Member of Parliament (MP), please request a letter template from our reception desk. Your voice can help bring attention to this important matter.
Delays in receiving forms and prescriptions	If you need a script renewal, there may be an option for an on-the-day appointment where the doctor will call you for a telehealth e-script, usually in the afternoon. You can contact reception on the same day to inquire about this service. There is a private fee associated with this service. You may be eligible for a Medicare rebate if you've had a face-to-face appointment at our practice within the past 12 months. Otherwise, the cost will be entirely out of pocket. Our practice is currently working closely with Best Practice (our medical software provider) and our IT department to streamline how we share documents with patients.
Uncomfortable with prepayment	Since the Covid-19 pandemic, telehealth appointments have become an integral part of general practice. However, our practice has experienced an increased number of non-payments after telehealth appointments. This could be because: • The patient initially qualified for a bulk-billed appointment but now does not • The patient has engaged in additional services that require the capturing of extra funds For these reasons, the practice implemented a prepayment policy in 2022. Face-to-face appointments do not require prepayment and we encourage patients to attend in person if possible.
Difficulty in completing online forms	With the recent changes within Medicare and the introduction of MyMedicare, the practice has an increased number of online forms. All forms are available in the practice in paper form to assist patients who are experiencing difficulties completing online forms.
Noisy reception area	Our practice has limited space in the reception area, however, we have introduced chairs outside the practice for patients with auditory sensitivity. We are also implementing a soundproofing plan with the introduction of artwork in the doctors' room and plans to soundproof the doors.
Concerns about doctor turnover	We understand the concerns regarding continuity of care. Our practice is committed to providing care to our existing patients but also provide information regarding their preferred GP who may have left the practice. In 2023, we welcomed Dr Fatemeh Arya as a new GP to our practice and Dr Marlis Ryan back from maternity leave. Two of our GPs have moved interstate.

Area of Concern	Improvement Plan
Wait times	While GPs strive to maintain punctuality, several factors can contribute to delays in their schedules: • Unpredictable Patient Needs: Each patient is unique, and medical issues can vary in complexity. Some patients may require more time for consultations, examinations, or discussions about their health, leading to unforeseen delays. • Emergency Cases: GPs often encounter unexpected emergency cases that demand immediate attention. These situations take precedence, causing appointments to be rescheduled or delayed. • Coordination of Care: GPs collaborate with various healthcare professionals, and the coordination of care for patients can lead to schedule adjustments. This may involve consulting specialists, arranging diagnostic tests, or discussing cases with other healthcare providers. • Paperwork and Documentation: GPs are responsible for maintaining detailed and accurate medical records. Completing paperwork, updating patient charts, and ensuring documentation compliance can be time-consuming, contributing to delays between appointments. • High Patient Volume: GPs operate in high-demand environments, and an increased number of patients seeking care can impact their ability to stay on schedule. Patient volumes can fluctuate due to seasonal illnesses, public health concerns, or other factors. • Unforeseen Technical Issues: Technology is an integral part of modern healthcare. Technical glitches, such as problems with electronic health record systems, computer malfunctions, or communication issues, can disrupt the flow of appointments. • Patient Late Arrival: Patients occasionally arrive late for appointments and accommodating them without compromising the quality of care can lead to delays for subsequent appointments. It's essential to recognise that GPs prioritise patient care and safety, and delays are often the result of efforts to provide thorough and comprehensive healthcare. While efforts are made to minimise disruptions, these factors may occasionally contribute to GPs running behind schedule. Patients are encouraged to communicate with healthcare staff for updates and to understand the reasons behind any delays. In December 2023, we have introduced “on the day appointments” for each GP in order to create space for emergencies and hopefully minimise wait time.