



We're listening

Thanks to everyone who participated in our formal and anonymous feedback process in December 2023, January and February this year.

We collected 100 completed questionnaires (RACGP approved) from randomly selected patients and carers. The feedback has been reviewed, collated and reflected upon by the entire practice team.

The response was overwhelmingly positive. Almost all responses for all questions were scored between good and excellent.

The highest rated areas of our practice were

- Interpersonal skills of reception staff
- Interpersonal skills of clinicians
- Feeling welcomed on arrival
- Feeling treated with respect
- Feeling cared about as a person
- Clinicians showing sensitivity to your concerns
- Clinicians involved you in decisions
- Clinicians really listened to what you've got to say
- Coordinating with different healthcare professionals

Constructive feedback that we received, (and what we're doing about it)

- **That parking can be tricky**

Yes it is! Limited parking in the area is likely to continue to be an issue. As per our last feedback process March 2022, we have successfully negotiated with the council to park out the front of the practice from all day park to a half hour park. This hopefully allows this park to be used for drop offs and pick ups.

If you have mobility issues, please discuss with our staff the suitability of parking in our driveway.

We have two lockable bike parks set up in our front garden, and encourage you to walk or ride if you can!

- **Appointment availability**

Some patients rightly commented that we don't operate extended hours here at Thrive. At the moment we are consulting 8.30am – 5pm Monday to Friday. We have made a deliberate decision to cap our consulting hours to reduce practitioner and staff burnout. We may be able to look at some after hours or Saturday appointments as the practice grows. However we are mindful of the old saying that 'You can't pour from an empty cup' so our practitioner and staff well being remains paramount.

- **Check in**

Via Hot Doc app

- **Water availability**

We have purchased a pura water tap in the kitchen due to feedback response. There is a sign in the waiting room advising patients to ask staff for some water or they are most welcome to help themselves.

- **Privacy in waiting room**

We have installed a bench in the waiting room, which allows patients to bring in their laptop and use while facing the wall and not looking at other patients. We also have chairs along the hallway or out the front of the practice which patients are more than welcome to sit on while waiting for their appointment.

- **Follow up results**

We have created a template on hot doc to send out a response once the doctor has checked their results and written no action or non-urgent appointment.

Non urgent appointment test result message

Your doctor would like to see you for a non-urgent appointment to discuss your recent test results. Please book an appointment by using the link below or by calling the practice on the number above.

Non urgent appointment correspondence received message

Your doctor would like to see you for a non-urgent appointment to discuss your recently received correspondence. Please book an appointment by using the link below or by calling the practice on the number above.

No action results message

Your doctor has reviewed your recent test results and is satisfied that no further action is required at this stage.

Please continue to follow any other advice your doctor has already provided, including attending any already planned follow-up appointments.

If you have any questions relating to this result, or you would like to discuss your tests with your doctor, or experience any additional symptoms, please arrange an appointment with your doctor.

Got some other feedback for us? Send us an email at reception@thrivefamilypractice.com.au or you can fill out the feedback form on the website.

Best Regards

Dr Alecia Macrow
Practice Principal