

Recently Conducted Feedback Survey Findings



Dear Biggenden Medical Centre patients,

Thank you to those patients who were randomly selected to participate in the survey we recently conducted in order to collect feedback from our patients. We have now completed our analysis of the feedback and would like to share some of the significant findings with you.

We are very pleased to report that most patients rated the following aspects of the practice as 'very good' or 'excellent':

- the level of healthcare patients receive at our practice
- our practice clinicians treat patients with respect and
 - made to feel comfortable,
 - knew your medical history at the practice,
 - able to discuss personal issues that were of a sensitive nature,
 - coordinated different healthcare professionals, and
 - was aware of advice you had received from other health professionals.
- the service patients received from our administration staff:
 - was professional when dealing with you, and
 - considered your needs when making an appointment.

The feedback also indicated areas that our patients would like to see improved, including:

- larger waiting room,
- recruit another doctor to assist our overworked doctors,
- being able to see the doctor of your choice, and
- the time you had to wait for your appointment after arriving at the practice.

Our practice team wish to thank you again for your valued contribution and take this feedback collected from our patients seriously. As a result of the feedback indicating areas of improvement, coupled with the current Accreditation Standards we will actively seek a plan/remedy to improve our practice services and patient care. Dr Dani Buchanan will take your concerns (feedback) to a meeting next week with his direct supervisors from Queensland Health and request assistance ascertain if there are any changes planned or can be implemented to improve the services and care we provide. We will give you more information in due course so you can see how your feedback is helping us improve. Please call Dianne Chambers the Practice Manager on 4127 1404 if you have any questions regarding the feedback.

We look forward to continuing to provide you with quality healthcare.

Yours faithfully,

The GPs and the Practice Team members at Biggenden Medical Centre