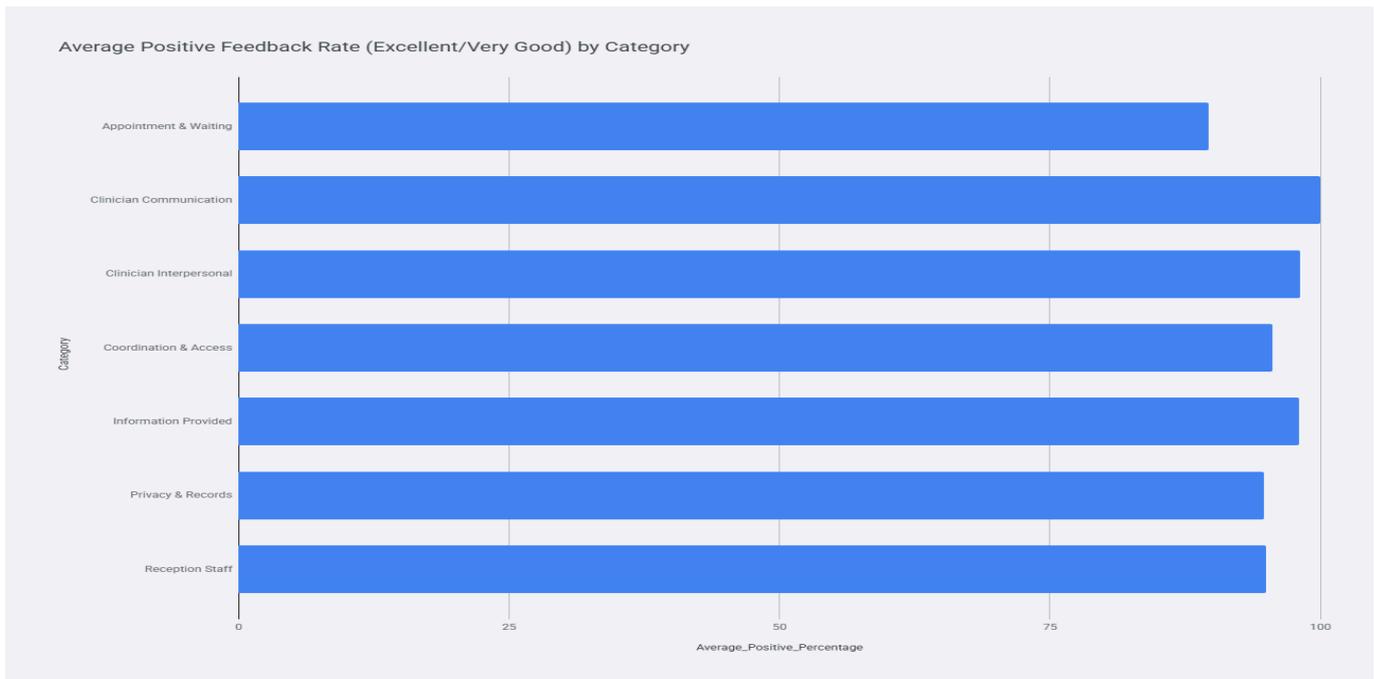


# WARWICK ROAD MEDICAL

## Continuous Improvement – Patient Feedback - Reflections

### *Reflections*

The results of the patient feedback survey show very high levels of satisfaction overall. The average positive feedback rate (Excellent or Very Good) by category is presented in the chart below:



The survey responses highlight a high level of excellence in service delivery, quality patient care and patient interaction.

As seen in previous survey results, the practice is attended by a proportionately higher cohort of women than men, representing almost 65% of respondents. While this measure contains bias, this percentage is supported by anecdotal attendance and is consistent with the demographics of our social media audience, reflecting the cultural paradigm of women as the central caregiver and the primary parent responsible for managing the healthcare needs of the family unit.

98.1% of responses answered were from non-indigenous backgrounds.

Warwick Road Medical experienced considerable growth this last year. We can see 20% of participants have seen another GP in the last 12 months. From this we can glean that some may be new patients but we can also conclude that this reflects the limited availability of GP appointments due to our solo-practitioner profile. It's also possible to draw some conclusions regarding gender preferences. As we have a predominately female cohort we do have patients who prefer a female GP for some procedures. A request for another, particularly female, GP is a repeated request.

The presentation of the rooms and the interactions with Dr Walker, the nursing team and the administrative team are overwhelmingly positive. As a family-owned and operated practice we work incredibly hard to build positive relationships with the WRM Community and it is rewarding to see this effort translates to positive outcomes.

We are aware that our limited appointment options do pose some challenges and we are always working on ways to make more time available. The reception team works very hard to schedule appointments with appropriate time allocation. Unfortunately, this is impacted when some patients presume they can “squeeze in” a quick chat with Dr Walker when their child/spouse is booked for a consultation. We have observed a stark increase in these occurrences in recent months. Unfortunately, the flow-on consequences are consequential and have contributed to only 84% positivity rating. The team continues to work with patients to plan for upcoming appointments and provide opportunities to book in advance.

In addition to maintaining an attendance policy, the team retains several on-the-day appointments for urgent and emergency attendance. These are increased in volume during busy times and in the lead up to planned leave.

With respect to requests for more appointment opportunities with Dr Walker, we are unable to increase his availability at the moment. Dr Walker runs an extensive Aged Care service which demands almost 50% of his clinical time. This is a service we enjoy immensely and is an essential part of broader healthcare services in Ipswich. At this stage we are unable to sustain increased hours without overburdening our team.

We understand the WRM community would love to have another doctor available and we too cannot understate how much we would as well. We do have a plan in place which should see a new doctor joining the practice soon.

A suggestion for improvement that we can action in short order would be a request for name tags. This is a simple and obvious suggestion which we will pursue. Additionally, we are expanding the Nurse-led services, as these are finalised, we will update our website and socials accordingly.

Some comments and feedback is noted below:

*“I have had very positive experiences at WRM in the last 12 months. The staff are friendly, caring and accommodating at all times. Always feel welcomed”*

*“Amazing! So blessed to have this clinic in my area”*

*“I have complex overlapping conditions that require careful management and the support from Dr Walker and all the staff has been outstanding. It's been transformative for my patient experience and I cannot praise them highly enough”*

*“Dr Walker is a very diligent and professional doctor. He is one of the best doctors I have ever seen.”*

*“Reception staff are very mindful and the rooms are very discrete and private”*

*“Excellent always explain it well and sends you to someone else if not sure”*

*“My health is a lot better”*

*“While I'm aware of time constraints, I never feel rushed in an appointment. Adam never talks down to me, readily answers any questions and covers all bases in sorting a health issue.”*

*“Reception staff are very friendly and professional, they are kind to my children even hand out stickers or if we are there long they even let them draw and keep the kids happy and stress free for me.”*

*“I have had the best experience with Warwick road medical. They have gone above and beyond expectations and have so much compassion and every one of the staff are very professional and caring. Never have to wait long and if we do they let us know”*