

# We listened to you... and we are improving patient care

At our three clinics we recently carried out a patient survey (INSYNC Surveys “Voice of the Patient”) and asked for the honest opinions on the service we provide. We listened to your concerns and have taken the following actions in order to make improvements to patient care where you feel it would be most useful:

	<b>What you told us</b>	<b>What we have done</b>
<b>1</b>	<b>You would like us to improve our waiting times</b>	We have implemented procedures to provide more information about expected waiting times upon patients' arrival and to attempt to contact patients if there is an extended delay.
<b>2</b>	<b>You would like to see a doctor quickly when you need to</b>	Our patients have requested the opportunity to see a doctor quickly for urgent requests. Our appointment book is structured to accommodate urgent conditions and we will do our best to provide you with care promptly. Our nurses are available to help with triage so we can direct you to the best possible care in each individual situation.
<b>3</b>	<b>You would like to be able to make an appointment for a day and time that suits you</b>	We will encourage our patients to request the doctor, day and time of their choice when they contact us for an appointment. If you would like to see a list of times when your GP is available you could try out our online booking system – the link is on our website ( <a href="http://nambourclinic.com.au">nambourclinic.com.au</a> ). Ask us if you would like more information.

Thank you again for your time and valuable contribution. Please let us know if you have any questions about the feedback or the changes we are making. We look forward to continuing to provide you with quality healthcare.

*The GPs and staff members at Nambour Clinic Family Medicine, Woombye Clinic Family Medicine & Palmwoods Clinic Family Medicine.*