 

SOUTH WEST MEDICAL CENTRE -VOICE OF THE PATIENT SURVEY FEEDBACK

South West Medical Centre thanks it’s patients for providing valuable feedback.

70% of you would recommend South West Medical Centre to your family and friends.

What we are doing well

|  |  |  |
| --- | --- | --- |
| **Highest Performing Items** | | |
| **Item** | **South West Medical 2022** | **General Practice** |
| The practice is clean and tidy | 88% | 79% |
| The clinical team respected me | 87% | 77% |
| The clinical team were caring and concerned about me as a person | 85% | 74% |
| I am confident my information will remain private and confidential | 78% | 75% |
| The practice makes adequate provisions for my privacy | 78% | 70% |
| The physical aspects of the practice allow privacy and confidentiality | 77% | 73% |
| The clinical team paid attention to what I had to say | 75% | 74% |
| The reception staff are helpful | 75% | 75% |
| All my questions have been answered | 73% | 70% |
| I receive enough information | 70% | 68% |

What we need to improve

|  |  |  |
| --- | --- | --- |
| **Lowest Performing Items** | | |
| **Item** | **South West Medical 2022** | **General Practice** |
| I am able to see a doctor quickly when I need to | 22% | 43% |
| Everything ran on time | 25% | 36% |

**I am able to see a doctor quickly when I need to:**

* Did you know our clinic has a process for urgent on the day appointments. When calling on the day for an urgent appointment your name, phone number and reason for appointment will be taken so our nurse can triage the urgency for the appointment and our reception staff will contact you to make the booking.

**Everything ran on time:**

* If there are particularly long wait times expected we aim to contact you ahead of time to advise you of the delay
* Reception staff will provide an estimated waiting time on arrival

**It is easy to make an appointment for a day and time that suits me:**

* We acknowledge the challengers there have been with decreased availability of doctors. We are working hard to recruit more doctors to make it easier for you.
* Appointment can be made online so you can see available times for each of our doctors, this is updated regularly
* A cancelation/waiting list is taken each day for those that wish to see a doctor of choice

Caring Respect Integrity Excellence Leadership