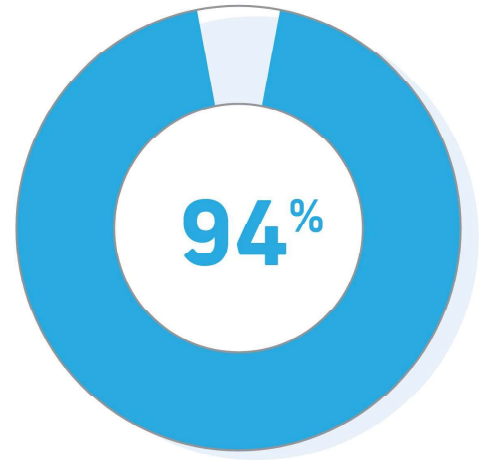


Palmers Medical Centre Woodlea

Here are the results of our recent

PATIENT FEEDBACK SURVEY

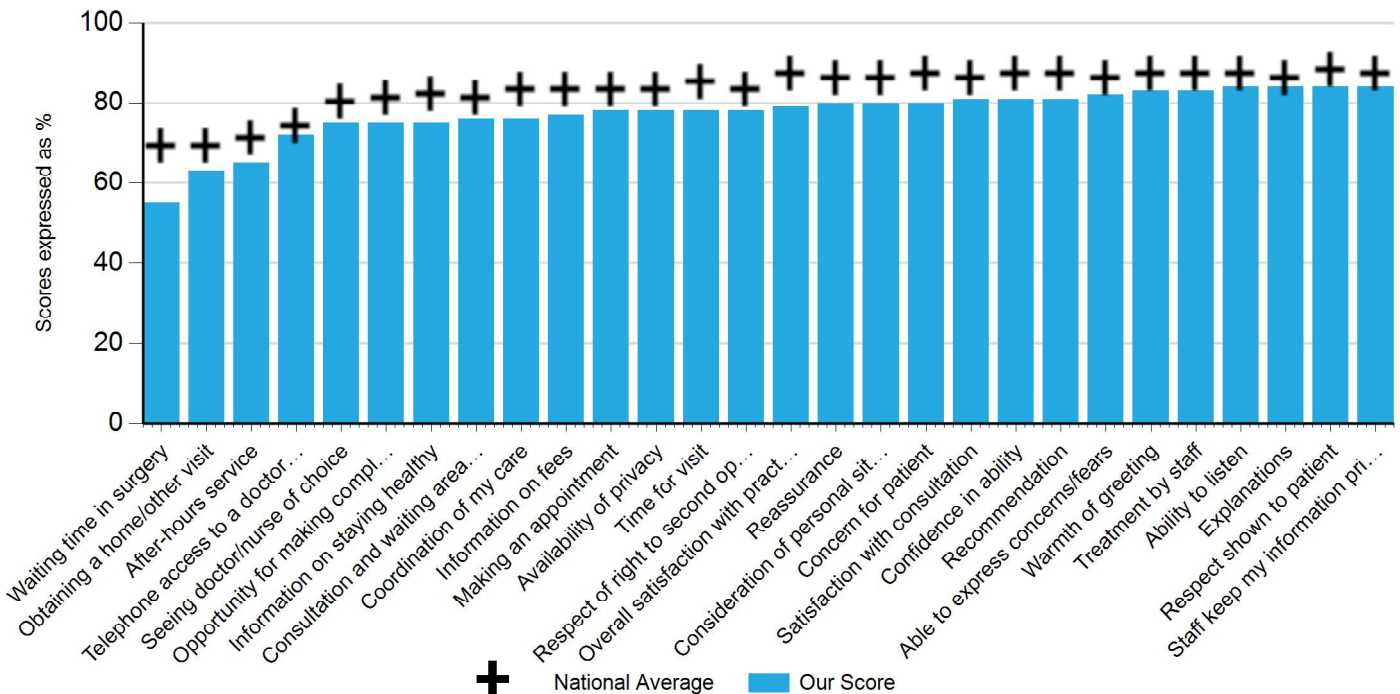
*Striving towards
excellence!*



of all patient ratings
about this practice were

good, very good or excellent

Overall scores



The results of this survey will help us to provide the **best possible service to you**



This Survey was completed by 96 patients in July 2023

We listened to your feedback

As a result, we're taking active steps to better your patient experience

At Palmers Medical Centre Woodlea we carried out a patient survey (the Practice Accreditation and Improvement Survey) and asked for your 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:

What you told us	Changes we're making
1. Improve waiting times at the clinic	Periodically blocking DRs diaries to help them catch-up while attending any emergency services
2. More info on After Hour Services	- More notices added regarding our after hour services - Staff re-trained to inform about services available
3. Obtaining a Home/other Visit	- More info published about home visits - Staff re-trained to inform about home visits
4. Telephone Access to a Doctor/Nurse	- All Doctors do phone consults - Full-time Nurse onsite happy to take phone call any time. - Staff at front take messages for DR/Nurse to call back.