

At Palmers Medical Centre Truganina we carried out a patient feedback survey through Insync (Practice Accreditation and Improvement Survey) and asked for honest opinions on the service we currently provide. We have listened to your concerns and have taken the following actions in order to make improvements to patient care where you felt it would be most useful.

WHAT YOU TOLD US	CHANGES WE'RE MAKING
Improvements in wait times	<ul style="list-style-type: none"> - Our front desk will do their best to update patients that are arriving if a doctor is running late - Poster added in each consult room to advice patients to keep the visit reason to 1 only if coming for a standard appointment as this help doctor to finish each consult at stipulated time. - Breaks have been added to doctors that are consistently running behind to ensure they are able to catch up
Ability to see a doctor urgently when required	<ul style="list-style-type: none"> - Have appointments that only open on the day to ensure those that need to be seen can get an appointment the same day - Those that have urgent requests will be triaged by our admin/nursing team and accommodate where needed
Have an easier process to book an appointment that suits the date and time of the patient	<ul style="list-style-type: none"> - Our appointments are published through our online booking system. This booking system shows the next available appointment, but patients can also choose their preferred provider to see their next available - Our admin team can add patients to a 'Cancellation List'. This ensures that those that need an appointment can be contacted if one becomes available.

Thank you to those that contributed.

It is greatly appreciated to ensure we can provide the best possible service here at Palmers Medical Centre Truganina.