

Certificate of Completion

This is to certify that

Diagnom Medical Centre

367-369 Princes Highway

Noble Park VIC 3174

has completed the

Patient Feedback Survey

31 October 2023

Conducted by **CFEP Surveys**



Insights to support
better care

Adj Assoc Prof Tina Janamian

Chief Executive Officer

ACTION PLAN

3. Did the practice staff discuss the results of the survey?



YES



NO

If YES, how and when was this done?

The practice staff discussed the survey results. This discussion took place during our monthly staff meeting, which was held on 02 November 2023. During this meeting, we reviewed the survey findings, shared the feedback provided by patients, and discussed possible action items for improvement. We believe that open and constructive communication about the survey results is essential in our continuous efforts to enhance the patient experience and the quality of care we provide.

If YES, who was involved? (roles of people, not names)

① PRINCIPAL GP

④ PSYCHOLOGIST

② PRACTICE MANAGER

③ RECEPTIONIST

4. Did the practice provide information to patients based on the results of the survey?



YES



NO

If YES, how was this done?

The practice provided information to patients based on the results of the survey. We believe in transparency and keeping our patients informed about the improvements we're making. The information was shared through the following channels: ① WEBSITE UPDATE, ② IN-PERSON COMMUNICATION ③ PRACTICE WALL DISPLAY

5. How useful have you found the patient feedback results in gaining a better understanding of how to approach quality improvement activities in your practice?



Poor



Fair



Good



Very Good



Excellent

Please comment

We've found the patient feedback results to be exceptionally valuable in gaining a better understanding of how to approach QI activities in our practice. The feedback we receive directly from our patients serves as a compass, guiding us towards areas that require attention and enhancement. It has enabled us to pinpoint specific aspects of our care and service that matter most to our patients. This feedback has not only reinforced our commitment to patient-centered care but also been instrumental in shaping our action plan for continual improvement.

6. Please rate your overall experience of carrying out this survey



Poor



Fair



Good



Very Good



Excellent

Please comment on both positive aspects and areas you feel could be improved

We're grateful for the overwhelmingly positive feedback from our patients, which underscores the many strengths of our practice. Patients have consistently praised our dedicated and caring staff, our commitment to patient well-being, and the quality of care they receive. This positive feedback serves as a testament to the hard work and dedication of our team. While we take great pride in these positive aspects, we also acknowledge that there are areas where we can further enhance the patient experience. Our commitment to continuous improvement remains unwavering. We recognise the importance of addressing the concerns in the survey and are actively working on implementing changes to ensure that our patients have a more seamless and convenient experience.

ACTION PLAN

Thank you for completing the Practice Accreditation Improvement Survey (PAIS) with CFEP Surveys.

This action plan includes questions that are designed to help your team reflect on the results of practice's patient survey. We encourage you to take particular note of your mean percentage score for each question (found on page 2 of your report), your domain scores (found on page 4 of your report), and to compare your scores to the national benchmarks. Reviewing patient comments provides unique further insight and perspective.

Understanding of your report findings will allow your practice team to celebrate your strengths and to think about ways things could be done differently. It will also support you to identify new initiatives that could be implemented as part of continuous quality improvement within your practice. We encourage you to take the time to consider your responses and opportunities to support actionable outputs.

Undertaking a team meeting dedicated to gathering ideas based on the findings within your report provides staff with the opportunity to discuss the findings and reflect on the results, while creating a culture of collaboration and transparency.

1. Which are the areas where the practice is performing strongly? Are you pleased with the scores and why?		
Areas where the practice is performing strongly	Your brief commentary	
1. TREATMENT BY STAFF AND OVERALL SATISFACTION WITH VISIT.	our patients consistently highlight the exceptional treatment provided by our staff. The professionalism, care and compassion shown by our team, have created a positive and supportive environment for all our patients.	
2. RESPECT SHOWN TO PATIENT	We deeply value every patient and prioritise their dignity and comfort throughout their care journey.	
3. ABILITY TO LISTEN AND EXPLANATIONS	Our health care providers excel in actively listening to patient concerns and questions. This attentive approach enables us to address individual needs and concerns effectively. We also take pride in ensuring that patients have a thorough understanding of their conditions and treatment plans, fostering trust and empowerment in their health care decisions.	

2. Which are the areas where the survey identified the greatest potential for improvement? What actions might you take to improve performance? Look for practical and realistic actions.		
Areas where the survey identified the greatest potential for improvement	Your brief commentary	Action taken to improve performance
1. SHORTER WAITING TIMES	We acknowledge that some patients have experienced longer waiting times during their visit. We understand the frustration this can cause and are actively working to improve operational efficiency.	OPTIMISING OUR APPOINTMENT SCHEDULING AND INTERNAL WORKFLOW TO MINIMISE WAITING TIMES.
2. MORE ACCESSIBLE HOME VISITS	OUR GOAL IS STREAMLINE THE PROCEDURE FOR REQUESTING HOME VISITS, ENSURING FASTER RESPONSE TIMES AND GREATER AVAILABILITY.	REVIEW OUR PROCESS FOR ARRANGING HOME VISITS. WE WILL RESPOND FASTER AND CREATE BETTER AVAILABILITY OPTIONS TO MAKE THIS SERVICE MORE CONVENIENT FOR YOU.
3. BETTER AFTER-HOURS SERVICE	We understand the importance of accessible and responsive after-hours service for our patients. By expanding our availability and improving our communication channels, we aim to provide better after-hours service.	ENHANCING AFTER-HOURS SERVICE TO ENSURE QUICKER RESPONSE TIMES AND IMPROVED SUPPORT DURING NON-OFFICE HOURS

Introduction

We recognise the constant pressures faced by practice teams on a daily basis and commend you on your constant drive to enhance the care, safety and service provided to your patients. Although you've now received feedback from a number of patients and received your report, it's important to recognise the ongoing value of patient engagement and feedback as part of your continuous quality improvement journey.

Involving patients, via systematic feedback and further discussions, can lead to tangible differences in the quality and satisfaction of their healthcare experience with your team. Such differences could lead to increased patient activation levels, health outcomes and competitive advantages.

Using the survey to improve patient relations

As part of the RACGP Standards 5th edition accreditation requirements, Criterion QI 1.2 Indicator > C, requires that following the completion of the patient feedback process, practices share the results with their patients. Recognising that all patient feedback collected as part of the survey process is anonymous, you may find the following opportunities for sharing your results with your patients helpful:

- Display summary posters of key findings within your practice.
- Produce an A4 results summary document and placing it on your practice notice board.
- Publish an easy-to-read feature (in your current practice newsletter or a one-off newsletter) and/or website highlighting the key findings for patients. This could also provide an opportunity to request additional patient engagement to support with identified quality improvement initiatives or changes within the practice.
- Host a webinar or information session at your practice to explain the findings to an invited or extended group of patients.
- Schedule an event which includes practice staff and patients, to discuss the results and agree on methods of communicating the results to other patients. This group could develop an ongoing action plan to implement changes with the potential to meet regularly to discuss additional improvement opportunities.

Using the survey to improve your own practice

Undertaking the survey provides an opportunity for quality improvement however it's the actionable outputs and commitment by your team that will support your practice to see future improvements in scores. It's useful to utilise your action plan, which can also detail strategies, milestones and timelines, for change while ensuring your team is committed and accountable to making quality improvements happen.

The survey can act as a baseline measurement, which in subsequent years can be used to show whether improvements have been made. Although the RACGP Standard stipulate that this occurs every three years, your team may like to make this an annual process to allow for more regular assessment of your practice and patient experiences.