We listened to your feedback

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

At Diagnom Medical Centre 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. WAITING TIMES IN THE SURGERY WERE LONGER THAN DESIRED, CAUSING DISCOMFORT AND INCONVENIENCE.	We're working on optimising our appointment scheduling and internal workflow to minimise waiting times. OUR GOAL IS TO PROVIDE A MORE EFFICIENT AND PLEASANT IN-OFFICE EXPERIENCE.
2. OBTAINING HOME/OTHER VISIT WOULD BE CHALLENGING AND TIME CONSUMING	WE WILL CONSIDER REVIEWING OUR PROCESS FOR ARRANGING HOME VISITS. WE WILL RESPOND FASTER AND CREATE BETTER AVAILABILITY OPTIONS TO MAKE THIS SERVICE MORE CONVENIENT FOR YOU.
3. AFTER HOURS SERVICE WAS NOT AS RESPONSIVE AND PATIENT FRIENDLY AS EXPECTED.	We are enhancing our after-hours service to ensure quicker response times and improved support during non-office hours, so you can receive care and guidance when you need it most.
4. AN OVERWHELMING 99% OF OUR PATIENTS RATED THEIR EXPERIENCES AS GOOD, VERY GOOD OR EXCELLENT, HIGHLIGHTING OUR COMMITMENT TO DELIVERY QUALITY CARE.	WE'RE INSPIRED BY THE POSITIVE FEEDBACK AND WILL CONTINUE TO MAINTAIN AND EVEN ENHANCE THE HIGH STANDART OF CARE YOU'VE COME TO EXPECT FROM OUR PRACTICE. YOUR SATISFACTION MOTIVATES US TO STRIVE FOR EXCELLENCE EVERY DAY. BY CONSISTENTLY PROVIDING EXCEPTIONAL CARE AND SERVICE, WE AIM TO ENSURE THAT YOUR EXPERIENCE WITH OUR PRACTICE REMAINS AT THE HIGHEST LEVEL OF SATISFACTION. THANK YOU FOR YOUR TRUST AND POSITIVE RATINGS.

CFEP SURVEYS | Insights to support better care

Diagnom Medical Centre

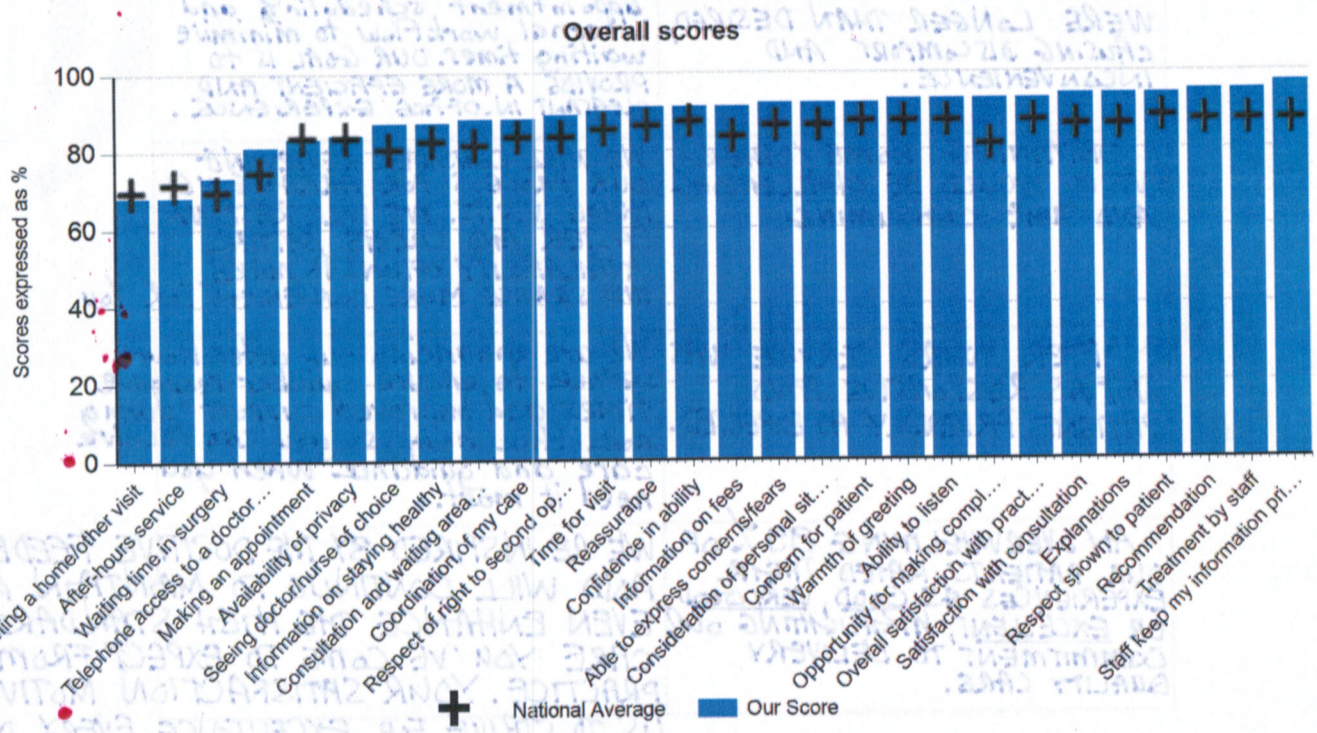
Here are the results of our recent

PATIENT FEEDBACK SURVEY

Striving towards excellence!

of all patient ratings about this practice were

good, very good or **excellent**



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

CFEP SURVEYS

This Survey was completed by 79 patients in September 2023