

# We listened to your feedback

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

At Ovens Medical Group 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:



### Seeing the doctor of your choice

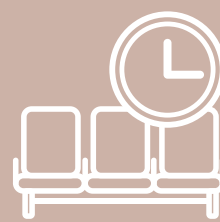
Unfortunately this issue is not new to us and we are continually trying to improve on this. We are always on the recruitment path for more GP's.

We recommend patients book in advance with their GP of choice. Also seeing two doctors is advisable so if one of your doctors is away you can see the other.



### Information on fees

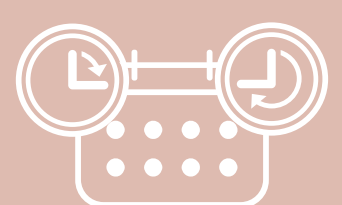
We have our main fees listed on our website and a full fee list is available from reception. We also add to our appointment reminder message when our fees increase so patients are aware prior to their appointment. Where possible we try and inform patients of any test or specialists fees if being referred to these services.



### Waiting time in surgery

It is hard to predict how doctors will run to time. Where possible we endeavour to inform our patients if their GP is running behind.

Please feel free to ring prior to coming into the clinic to see if your doctor is running on time.



### Time in Visit

Longer appointments are available and are automatically made longer for certain consultations such as health assessments or care plans.

If you have multiple issues to discuss please let our receptionists know as we can book the appropriate length of time which will then hopefully avoid doctors running behind.

We thank you for your participation in the survey and value your feedback.