

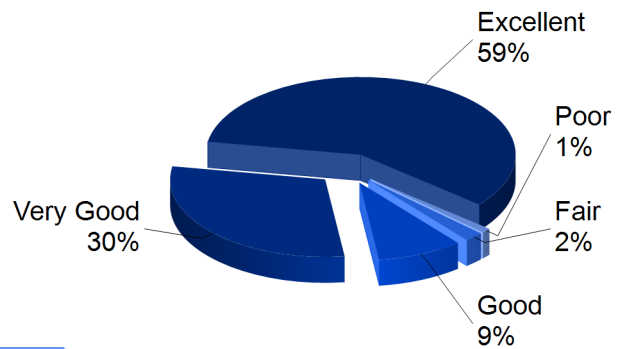
# We listened to you...and we are improving patient care

At Newtown 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	What we have done
<p><b>1.</b></p> <p>You had difficulty seeing your doctor</p>	<p>Making sure we have enough appointments is essential. We have been very lucky to welcome Dr Victor Cheng to the Newtown Family. Victor will be working 4 days a week, which should free up more appointments for the other doctors.</p> <p>We will continue to monitor this.</p>
<p><b>2.</b></p> <p>You weren't aware of the after hours medical service</p>	<p>Newtown Medical Centre utilises the services of the National Home Doctor Service to provide care to our patients after hours.</p> <p>We have put more signage up in the waiting room and added a note to our online booking system letting people know about this and how to contact them.</p>
<p><b>3.</b></p> <p>Wait time on the phone was too long</p>	<p>We have a new phone system in place and have changed the process so that people phoning about Covid vaccination appointments go through to a separate line. We think this will make it easier for patients of main clinic to get through. We will continue to monitor this.</p>
<p><b>4.</b></p> <p>Our online booking system could be better</p>	<p>We are working with the online booking system provider to find ways of improving the ease of booking and the stability of the platform.</p> <p>Thanks to all of you for your feedback. Much appreciated.</p>

# 97%

of all patient ratings about this practice were **good, very good or excellent**



Thank you for your participation in this survey

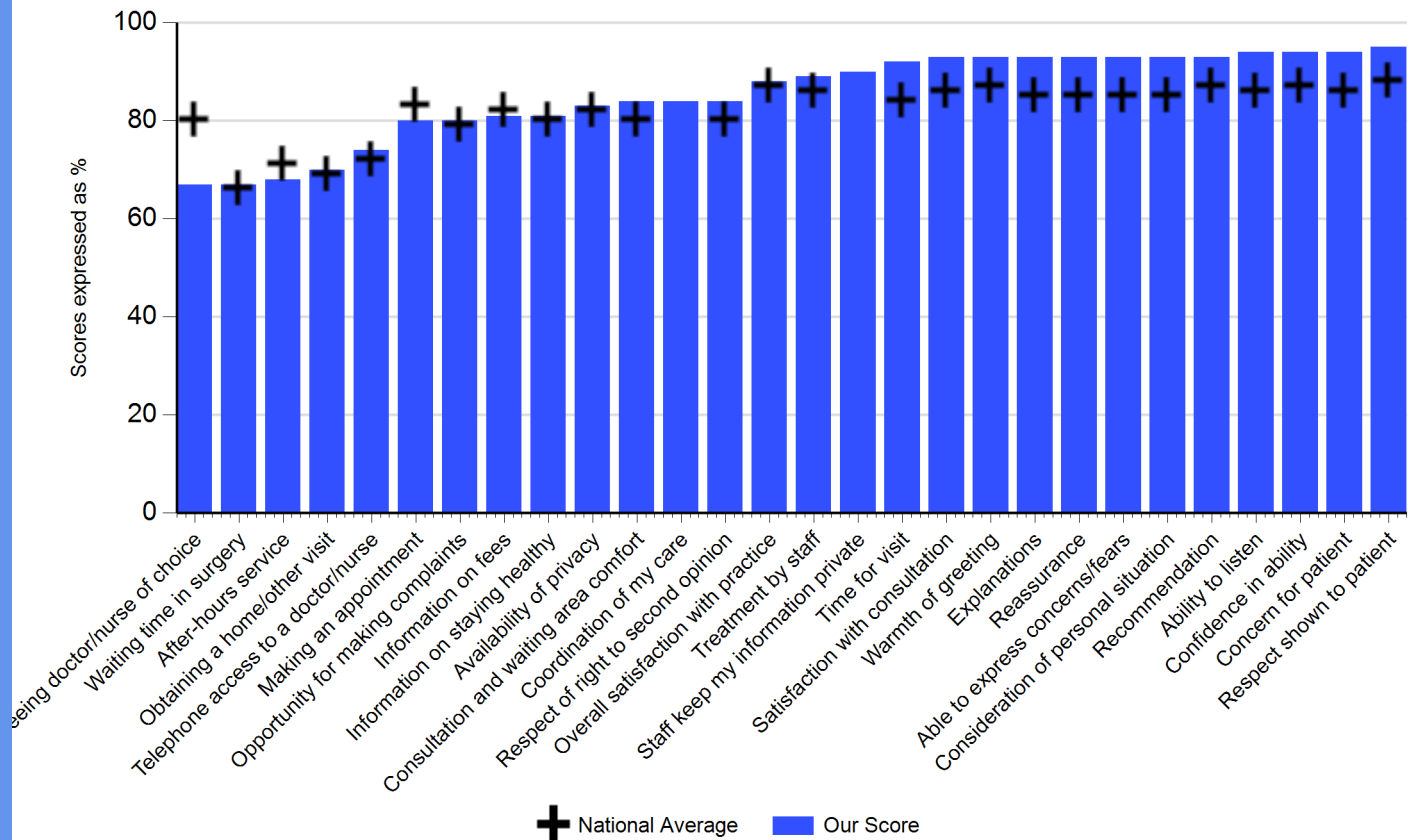
## Patient Experience Survey Results 2021

### Newtown Medical Centre



*"Striving towards excellence"*

Overall scores



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



The pie chart percentages may not add up to 100% and the good, very good and excellent sections may not equal the total value shown due to rounding.