

We listened to your feedback

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

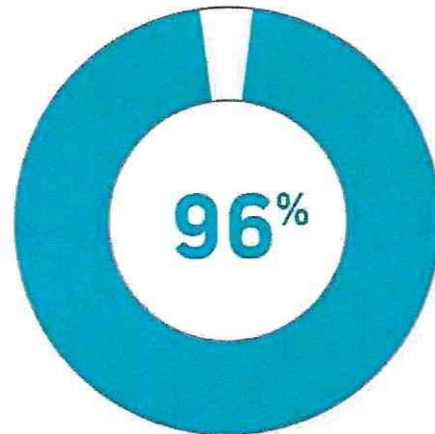
At Newtown Medical Centre we carried out a patient survey (the Practice Accreditation and Improvement Survey) and asked for your honest opinions on the service we provide. We listened to your concerns and have taken the following actions in order to make improvements to patient care where you feel it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

What you told us	Changes we're making
1. You had difficulty sometimes getting an appointment when you wanted one and you couldn't always get in with your usual doctor. Telephone access was also difficult.	This has been challenging over the past year. Behind the scenes we have modified the way the appointments have been set up to hopefully ease this problem.
2. You weren't aware of the availability of after hours care or home visits.	We've increased signage and patient information in our waiting room and on our website. We've added this to our new employee induction so they can inform you as well.
3. You have to wait too long when you come in to see the doctor.	We understand that this is frustrating for you. We have changed the appointment set up and hopefully this will improve wait times.
4. You said that we hadn't communicated information on fees as well as we could have	We have updated our billing policy and made sure all our staff are aware of any changes so they can let you know as well. We have increased signage and updated information on the website.

Newtown Medical Centre

Here are the results of our recent

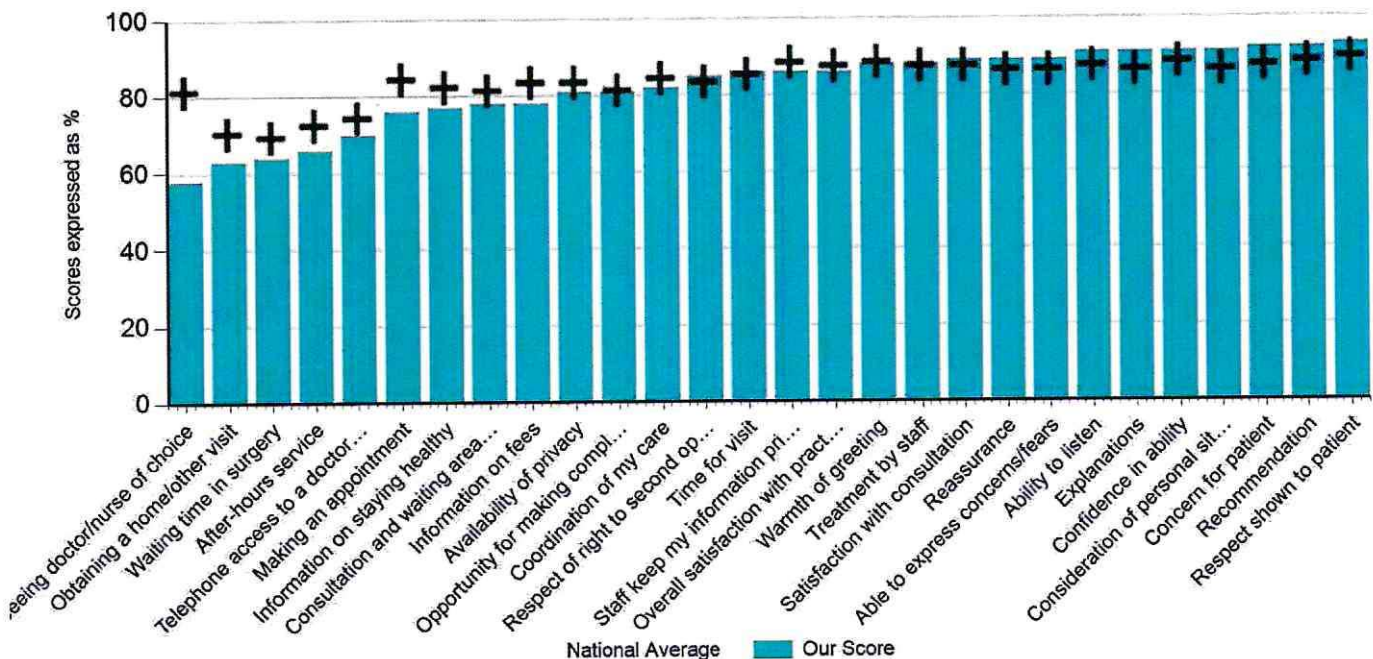
PATIENT FEEDBACK SURVEY



Striving towards excellence!

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

Overall scores



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



This Survey was completed by 58 patients in October 2022