



Certificate of Completion

This is to certify that

Newtown Medical Centre

309 - 311 Pakington Street
Newtown VIC 3220

has completed the

Patient Feedback Survey

21 August 2024

Conducted by **CFEP Surveys**



A handwritten signature in black ink, which appears to read "Tina Janamian".

Adj Assoc Prof Tina Janamian
Chief Executive Officer

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:

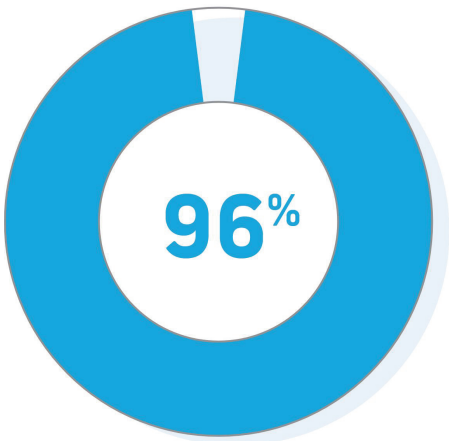
What you told us	Changes we're making
1. You said that it was sometimes difficult to get an appointment with your doctor when you needed one.	We have set up more Doctors to be accessible for quick appointments online for script and referral requests so that they are more accessible for their patients with simple requests.
2. You said that we needed to improve our communication to our patients	We have installed TV screens in our waiting areas so that we can better communicate current events within the clinic and upcoming changes. We have also updated sections of our website and reviewed our text message templates.
3. You said that booking appointments was sometimes challenging.	We have improved the training for our reception team to upskill and improve the patient booking experience. We have also opened a larger range of appointment types that are available for booking online. We have also made more appointments that can be booked before our opening hours to ease phone wait times.
4. You said that we had not communicated billing and fee information as well as we could have.	We have updated our website to make billing and fee information more visible. We have displayed our fees in more places around the clinic. We have upskilled and educated our staff with billing and fee information so you can be consented at the time of booking to avoid bill shock.

Newtown Medical Centre

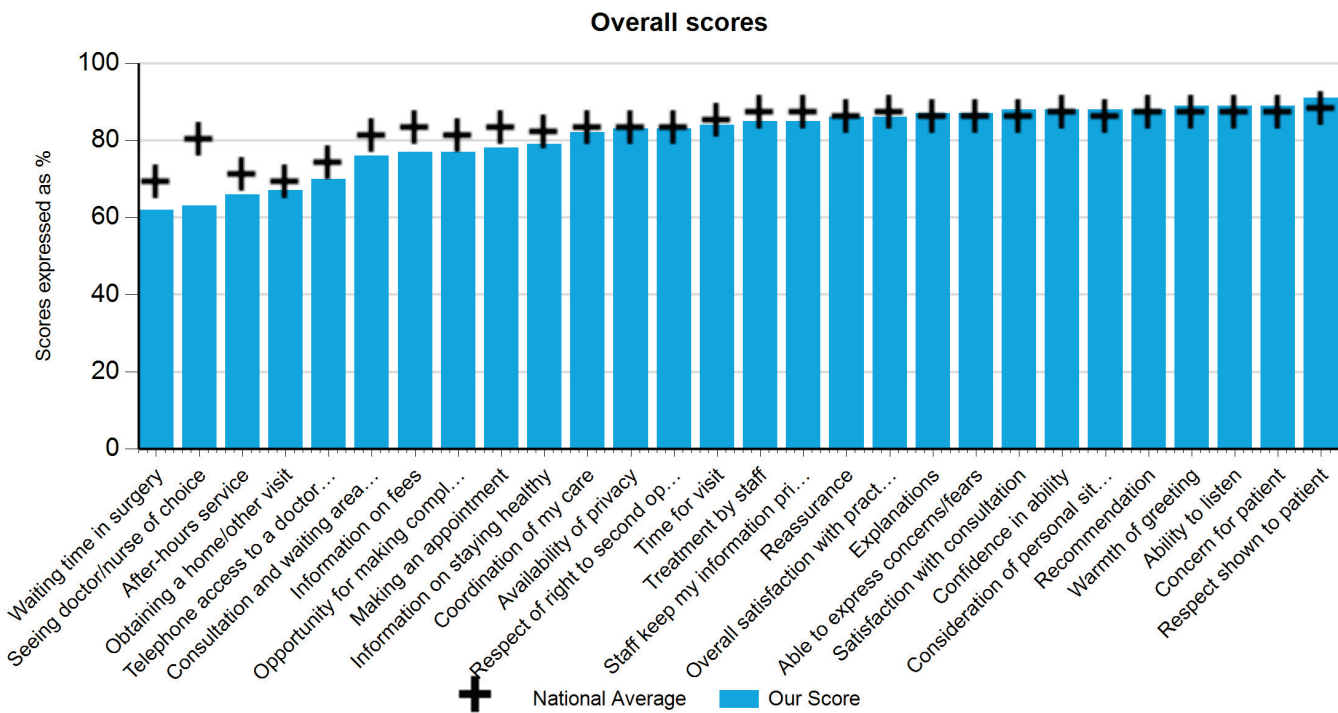
Here are the results of our recent

PATIENT FEEDBACK SURVEY

Striving towards
excellence!



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



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



This Survey was completed by 289 patients in August 2024