

## GOLDFIELDS MEDICAL CLINIC – WELCOMES FEEDBACK

### INSYNC SURVEY RESPONSE – RECEIVED JULY 2024

IDENTIFIED AREAS OF IMPROVEMENT	CURRENT PROTOCOLS	INSYNC RECOMMENDATIONS	GMG STRATEGIC OUTCOMES
<p><b>25. Everything ran on time</b></p>	<p>Patients are phoned to advise them of wait times and offered another GP or rescheduled if necessary</p> <p>All patients are advised on arrival if there is a long wait and given the opportunity to rebook or see a different GP or the PN.</p>	<ol style="list-style-type: none"> <li>1. Contact Patients ahead of their appointment if here are particularly long wait time.</li> <li>2. Provide estimated waiting time to patients on arrival.</li> <li>3. Consider procedures to explain delays to patients.</li> </ol>	<p>Management and GPs at Goldfields Medical Group believe that our current protocols are generally sound and sufficient, offer quality care and exceptional communications skills by our reception team.</p> <p>Wait times are often unavoidable due to on call commitments at CH.</p> <p>Patients attending RESP clinic are advised to phone before leaving home.</p>
<p><b>IDENTIFIED AREAS OF IMPROVEMENT</b></p>	<p><b>CURRENT PROTOCOLS</b></p>	<p><b>INSYNC RECOMMENDATIONS</b></p>	<p><b>GMG STRATEGIC OUTCOMES</b></p>
<p><b>12. I am able to see a doctor quickly when I need to</b></p>	<p>Quick Clinics have been introduced and are available on a daily basis and bulk billed for Quick items.</p> <p>Each doctor with appointments have book on day appointments available on a sessional basis</p> <p>A cancellation list is available in BP – accessible to all GPs to view and revise</p>	<ol style="list-style-type: none"> <li>1. Keep a few spare appointments for urgent requests</li> <li>2. Communicate processes for handling urgent requests from patients</li> </ol>	<p>Management and GPs at Goldfields Medical Group believe our current protocols are generally sound and sufficient and offer quality care.</p> <p>Rostering of appointments always allows for book on the day appointments for each GP, these are available each morning at 8.45 am.</p>

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<p>3. IT IS EASY TO MAKE AN APPOINTMENT FOR A DAY AND TIME THAT SUITS ME</p>	<p>1. Wherever practical, the patient is always offered a doctor and time of their choice.</p> <p>2. Generally, there are plenty of appointments to choose from, on any given day</p> <p>3. Most of our GPs work on a part time basis, to suit their family and personal needs. As such, the available appointments are limited by the sessions they agree to work.</p>	<p>1. Publish your calendar on-line so patients can see available times when calling for an appointment.</p> <p>2. Create a cancellation/waitlist notification system.</p>	<p>Urgent requests are addressed immediately by the PN, PM or GP as necessary.</p> <p>Quick clinics and phone appointments have increased capacity.</p> <p>Goldfields Medical Group offers online appointments via AUTOMED</p> <p>This allows patients to clearly see the availability of each doctor, and help them arrange a time which suits them.</p> <p>A cancellation/waitlist is available</p> <p>Patients who require regular appointments are booked ahead and provided with list of appt times.</p>

**THANK YOU TO OUR PATIENTS WHO COMPLETED OUR PRACTICE SURVEY IN JUNE/JULY 2024**

The suggestions for improvement have been addressed as above

Further feedback is welcomed VIA our Suggestion Box or:

email: [reception@goldfieldsmedicalgroup.com.au](mailto:reception@goldfieldsmedicalgroup.com.au)