

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

At Reedy Creek 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>1. Waiting Time</p>	<ul style="list-style-type: none"> - Call patients ahead of time to advise that the doctor is running behind - Advise patients as soon as they arrive if the doctor is running behind - Offer the choice of seeing another GP if available
<p>2. Home Visit</p>	<ul style="list-style-type: none"> - Available if within 5km or 10mins drive of the practice - Available if prior arrangement has been discussed and organised with the GP - Available if clinical triage status and resource available of the practice is favourable -Agreement with 13SICK for after-hours home visit - Make policy known on website
<p>3. Telephone access to physician</p>	<ul style="list-style-type: none"> - To protect patient privacy and in accordance with privacy laws and medicare guidelines, telephone access is restricted to emergencies - To discuss results or any health related matters, patient needs to be seen in person - Detailed messages will be taken and passed onto the doctor. Doctor will advise of any follow-up actions needing to be relayed to the patient. - Make policy known on website
<p>4. Reminder System</p>	<p>In the process of implementing a text message reminder system</p>