PATIENT FEEDBACK SURVEY RESULTS 2025/2026

We recently conducted a patient experience survey during 2025/2026 to gather feedback on our services and identify areas where we are performing well, as well as opportunities for improvement.

Overall, the results demonstrate **very high levels of patient satisfaction across all domains**, particularly in relation to reception staff, clinicians' interpersonal skills, communication, privacy, and continuity of care.

We sincerely thank all patients who took the time to complete the survey. Their feedback is invaluable and helps guide our ongoing quality improvement activities.

Making an Appointment and Waiting to Be Seen	Feedback regarding making appointments and waiting times was largely positive. Several patients commented that reception staff made efforts to accommodate urgent appointments when possible. Some patients noted difficulty accessing urgent appointments or their preferred GP at short notice, which reflects ongoing demand pressures within general practice. A small number of patients reported occasional longer waiting times after arrival, particularly when consultations involved multiple or complex concerns.
Reception Staff	Reception staff received overwhelmingly positive feedback. Patients consistently described reception staff as welcoming, polite, friendly, and professional. Long-term patients noted the consistency of service over many years and expressed appreciation for being recognised and treated with care and respect.
Clinical Staff	Feedback regarding clinical staff was extremely positive. Patients frequently reported feeling respected, listened to, and comfortable during consultations. Many comments highlighted that clinicians took time to explain concerns clearly and did not rush appointments, which patients identified as a key strength of the practice. One patient raised a concern regarding delayed communication of test results, which has been noted and will be reviewed as part of ongoing quality improvement activities.
Communication	Communication was identified as a strong area across the survey responses. Patients reported that clinicians explained tests, treatments, and follow-up care clearly and in an understandable way. Many patients stated they felt listened to and supported and were given opportunities to ask questions. Some patients noted that they thought of additional questions after their appointment, highlighting the importance of clear follow-up information and access to further advice when required.
Information Provided by Clinicians	Most patients reported that the information provided by clinicians was clear, helpful, and relevant to their condition. Several comments highlighted appreciation for guidance regarding next steps and ongoing care. A small number of patients indicated they would like to be directed more frequently to reliable online resources or provided with written information, which has been noted as an area for improvement.
Privacy and Confidentiality	Patients reported very high satisfaction with privacy and confidentiality. Feedback indicated that patients felt respected during examinations and comfortable discussing sensitive personal issues. No significant privacy concerns were identified through the survey responses.
Continuity of Care	Feedback regarding continuity of care was positive. Patients described clinicians working well with nurses and other healthcare professionals and reported feeling involved in decisions about referrals and ongoing management.
Overall Experience Over the Last Year	Overall experiences of the practice over the past year were described as excellent by the majority of respondents. Patients frequently referred to the practice as supportive, professional, and family-focused. Some patients identified ongoing challenges related to access to their preferred GP, parking availability, stairs at the front of the practice, and opening hours, particularly for those who work standard business hours.
Actions and Ongoing Improvement	Based on patient feedback, the practice will continue to maintain areas of high performance while addressing identified opportunities for improvement. This includes ongoing recruitment of additional GPs and participation in the RACGP Registrar Training Program to improve appointment availability, continued encouragement for patients to book appropriately timed appointments, review of test result communication processes, and ongoing consideration of access and facility improvements. Patient feedback will continue to be monitored regularly and used to inform quality improvement activities across the practice.