



Dear Patients,

We recently conducted a patient survey to gather feedback on your experiences and identify areas for improvement in our practice. We appreciate your participation and value your insights. Based on the survey results, we have identified the most common topics you shared for Quality Improvement Action:

1. Access and Availability:

- Time waiting to get an appointment
- Time waiting to see the doctor in the clinic
- Increasing opening hours
- More doctors
- Time on hold when calling the clinic.

2. Understanding how medical records are kept private in a medical practice.

The survey results and feedback were delivered to the Practice Team during the collection and collation process. This gave the Practice Team an opportunity to review and generate Quality Improvement (QI) activities based on your feedback as the data was being collated. The Practice Team response and QI activity that addresses the most common areas for QI identified in the final analysis are as follows:

**Access and Availability:**

- We are actively working towards recruiting more doctors for the clinic.
- Our existing doctors listened and have increased their session times during the week.
- We have adjusted our phone system with our provider, to resolve the time on hold patients experienced when calling the clinic.

**Privacy and medical records:**

Information regarding privacy is contained in the Patient Information Sheet and available on our website. Please ask our friendly reception team if you would like further information regarding this important topic.

We hope these improvements will enhance your experience at our clinic. Your feedback is invaluable in helping us to provide the best possible care and service to all our patients. We look forward to continually improving and meeting your healthcare needs, so please continue to provide your feedback at the time you identify an area for improvement.

You can provide feedback anytime via our website [Midway - Kure Medical \(kuremg.com.au\)](http://Midway - Kure Medical (kuremg.com.au))

Thank you for your continued support.

Sincerely, yours in health.

The Kure Medical Practice Team.

