

We listened to your feedback

As a result, we're taking active steps to better your patient experience

At MQ Health GP Clinic 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
<p>1.</p> <p>In general, patients are extremely satisfied with our service.</p> <p>Macquarie Uni Clinic – 98% Marsfield Clinic – 99%</p>	<p>We will continue to listen and take on your feedback.</p>
<p>2.</p> <p>Information about after-hours service and home visits.</p>	<p>After-hours contact details are posted at the entry to each clinic and on our website. We will provide information on home visits in each practice and on our website.</p>
<p>3.</p> <p>Difficulty getting through by phone.</p>	<p>We are employing additional staff and planning to trial a new AI service.</p>
<p>4.</p> <p>More availability to book appointments with GPs.</p>	<p>We have employed more GPs to increase the number of available appointments.</p>