



Certificate of Completion

This is to certify that

Plaza Medical Centre - Coffs Harbour

Shop 60, Park Beach Plaza
Coffs Harbour NSW 2450

has completed the

Patient Feedback Survey

21 October 2022

Conducted by **CFEP Surveys**



Adj Assoc Prof Tina Janamian
Chief Executive Officer

Plaza Medical Centre - Coffs Harbour

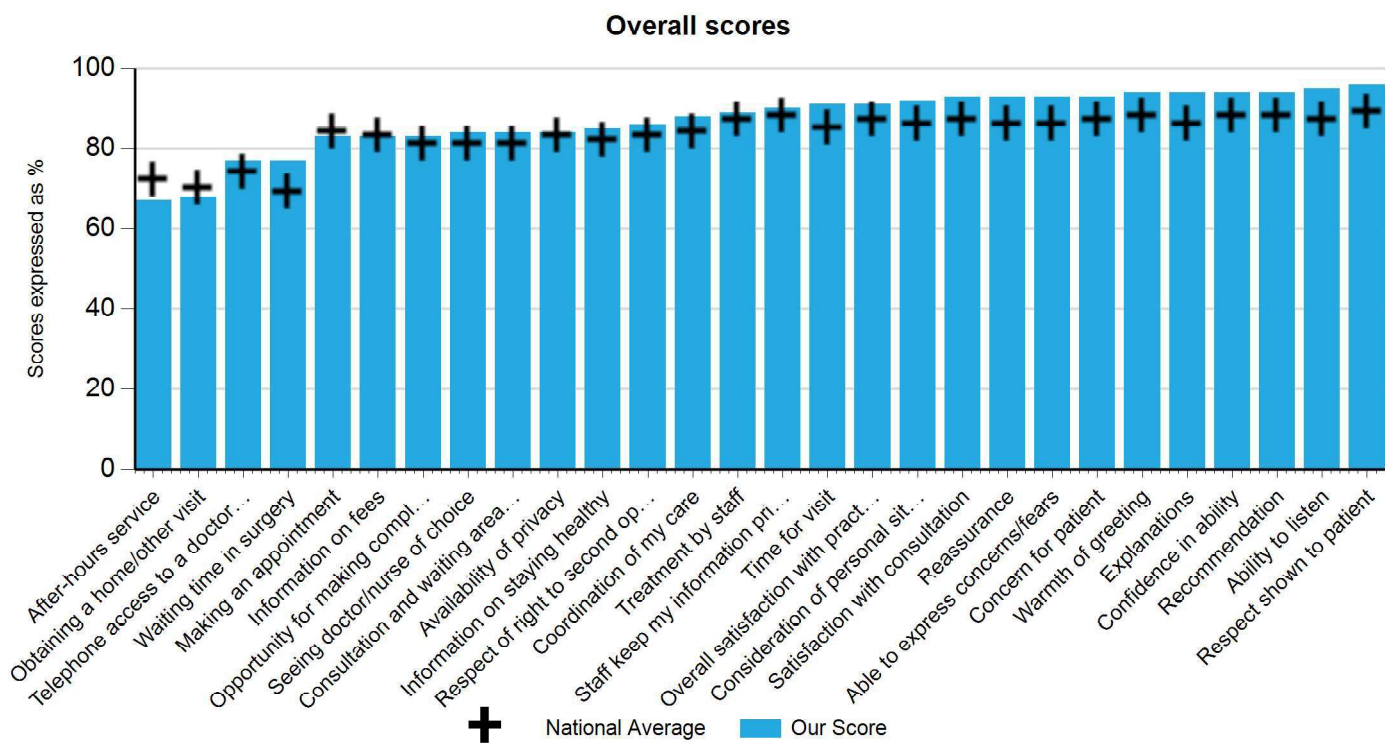
Here are the results of our recent

PATIENT FEEDBACK SURVEY

*Striving towards
excellence!*



of all patient ratings
about this practice were
good, very good or excellent



The results of this survey will help us to provide the **best possible service to you**



This Survey was completed by 164 patients in July 2022

RESPONSE TO 2022 PATIENT FEEDBACK

Thank you for participating in the 2022 Patient Feedback Survey. We value your feedback, and we are working on improving our policies and procedures to ensure we can provide you with the highest quality healthcare and client service. It was evident that patients felt the following areas could be improved:

Making Appointments

We understand that at times it is difficult to obtain an appointment.

- If an appointment is needed for a future date, we ask your appointment as soon as a date is known.
- For urgent on the day appointments, you can book either on Hotdoc or by phoning the clinic.
- Appointment is not needed for that day avoid the morning rush and call throughout the day.
- For script and referrals please book when you are on your last script – this will eliminate the need for an urgent appointment on the day.

Fees

Information on our fees is located on our website, posters in the waiting room. Staff will also advise fees when appointments are made. For any procedures, for example iron infusions or private injections staff will notify patient at time of booking the appointment.

Reception staff

We will improve our customer service focus. We hope in return patients will understand that whilst attending the front desk we have multiple responsibilities and we're sorry that our concentration is mistaken for unfriendliness. We will work hard on improving this.

We want all patients to feel welcome and confident that your health is important to all members of the clinic.

Home Visits & Nursing Home Visits – are these service available?

Some of the doctors will visit patients in their home upon request. Our doctors also make regular visits to nursing homes. Home visits requests can be made through our reception staff but are not always possible due to cost, appointment scheduling or location.

We refer our patients to the Coffs Harbour Health Campus **urgent** medical attention required in the after-hours period.

Telephone Access to your Doctor

We understand there are times where you may need to speak with your Doctor over the phone.

In general, we do not put telephone calls from patients through to our Doctors as they are usually in a consultation with other patients. For privacy and confidentiality the best form of contact is for the patient to make an appointment, however depending on the circumstance and if it is an urgent matter, we will always ask the doctor if they are willing to accept the call or to return the call when convenient. The doctor may also ask a nurse or receptionist to return your call. We will always try to help if we can, but please understand this may not always be possible.

Thank You