

## We listened to you...and we are improving patient care May 2017

At Eastbound Medical 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	What we have done
<ul style="list-style-type: none"> <li>I am very happy with how the clinic is run. I have been coming for 10+ years and will continue. Keep on keeping on! Good stuff. P.S. can't improve on service.</li> <li><i>The doctors, nurses and staff are excellent. No changes to be made. They make me feel very welcome coming here.</i></li> <li><i>No need for improvement! Staff are lovely and my doctor treats me so well</i></li> <li>I love the girls at the desk!</li> </ul>	<p>We're delighted that we have many satisfied long term patients. We appreciate your positive feedback and we intend to continue providing quality health care to the community for many years to come.</p>
<ul style="list-style-type: none"> <li>Run more on time. For example: quick kid's clinic is never quick</li> <li><i>Sometimes the waiting times are a bit of a joke.</i></li> <li>It would be nice if we didn't have to wait so long in the waiting room.</li> <li>Sometimes have to wait a bit longer to see doctor but the care I receive is worth the wait. Receptionists are pretty good at keeping me updated on wait times</li> </ul>	<p>We are reminding parents that Quick Kids' Clinic is for 6 minute consultations only, and for more complex issues to please make an appointment. Also we'd like our QKC patients to please book ahead and arrive at the beginning of the clinics ie 8.30 am, and 4 pm. And then we hope we can run more to time! <i>Patients are also welcome to call the clinic prior to leaving for their appointment and checking if their doctor is on time.</i> Our doctors are dedicated to providing quality care to their patients. Please consider booking a double appointment if there is more than one issue to discuss. This will reduce waiting times for other patients.</p>
<ul style="list-style-type: none"> <li>Great idea for a second TV. The iPad seems a lot of waste - doesn't work very well.</li> <li>Play normal music in waiting room</li> </ul>	<p>We listened to your requests to keep the TV on so you can watch the tennis, news, and Ellen! And we've installed a second TV just for our visual display which provides information about medical services provided by our clinic and in the community. For auditory privacy we're obliged to provide background sound. When we play music, too many people complain about our musical tastes! We can, however, offer a smaller quieter waiting room, away from the TV, for those who request it. <i>After feedback from our patients, we've disposed of the self check-in kiosk!</i></p>
<ul style="list-style-type: none"> <li>To have more appointments available online after 5.00pm</li> <li>Best doctor/practice I have ever used. I haven't tried the new online booking service yet. Feel more comfortable still ringing to make appointments but that could be my age 50+ and possibly finding IT skills at times challenging. Congratulations on a great practice!</li> </ul>	<p>We now offer an extra doctor working later on a Tuesday evening, and hope to have more doctors working later - with their appointments available online. Some later appointments are still reserved for sick children and emergencies. If there is any way we can still help you get the time you need, and you can't see a vacancy online, please give us a call. We encourage our patients to give online booking a go! Please ask our friendly practice manager, Deb if you require assistance.</p>