

# Broadford Patient Survey Findings

## Snapshot

**Our team wants to thank you for your time in completing our survey.** Your responses have been incredibly valuable in helping us understand how we can improve our services to the Broadford community.

**Here are some key findings and actions from the survey:**



### Things we are doing well...

Survey feedback showed that we are doing well with our:

- Warmth of greeting from our GP's and Practice Nurse's.
- Ability to listen to our patients – Patients rated highly the doctor/nurse's ability to really listen.
- Respect shown to patients - treating patients with care & compassion, being polite, courteous, protecting privacy and dignity.

### Areas of Improvement...



#### Seeing a doctor/nurse of choice

Feedback showed that patients were finding it difficult to see their preferred doctor or nurse.

### What are we doing to fix this...

#### Our Team at Broadford

- We've welcomed an additional GP to our Broadford team since the survey - now with two GPs available to support your health needs.
- We're proud to have a regular team of three experienced nurses at our Broadford site — all qualified Registered or Enrolled Nurses, with current AHPRA registration. If you have a preferred nurse, you're welcome to attend on a day when they're working. Just let us know when booking, and we'll do our best to accommodate you.



#### After Hours Care

Feedback showed that there is a high number of patients not accessing or not knowing how to access after hours care.

#### Education, information and signage on after hours care option 13SICK.

Patients of Nexus GP clinics (Wallan, Kinglake & Broadford) have access to after-hours services by phoning 13SICK (137425) or online by [www.13sick.com.au](http://www.13sick.com.au).

13SICK is Australia's largest and trusted network of after-hours doctors providing treatment of acute, episodic illness and injury to patients at home, when they urgently need to see a doctor, but their GP is closed. This is available Monday to Friday 6pm to 8am, Saturdays from midday, all day Sunday and all day on gazetted public holidays.

13SICK will provide Nexus with electronic patient reports on the day following a visit.



#### Obtaining a home visit/other visit (eg Residential Aged Care)

Feedback showed patients are unaware of how to access home visits/other visits.

#### Education about availability and booking process.

If you are too unwell to attend our clinic, we offer GP home visits primarily for regular patients, consideration for those with palliative care, mobility issues, or lack of transport to the clinic. To enquire about a home visit, you can contact our Customer Service Team on 1300 77 33 52, or if a GP consult is required after hours please contact 13SICK (137425).