

Wallan^{GP}superclinic

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 Wallan 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:

- Staff keeping our patient's information private.
- Treatment of patients by staff.
- Respect shown to patients.

Areas of Improvement...



Waiting time in clinic

Feedback showed that patients were experiencing high waiting times when attending the clinic.

What are we doing to fix this...

Clearer appointment information on HotDoc

We've updated the wording in our online booking system (HotDoc) to help patients understand what can be covered in a standard, long or discuss your results appointment. This is part of our commitment to managing GP time effectively and sets clearer expectations about appointment lengths.

One patient = One appointment

If more than one person needs to see a doctor, please book a separate appointment for each person. This ensures we can provide the time and care each patient needs. We have added reminders about this on our website and HotDoc booking pages.

Telehealth trial - end of day sessions

To help reduce delays, we are trialling Telehealth-only sessions for selected doctors from Wednesday to Friday at the end of the day. This aims to improve time management and patient flow during busy clinic times.



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.

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).