



MARGARET RIVER & COWARAMUP SURGERY

Recent Survey Results are in and we thank you for your feedback and participation.

The following lowest performing items were:

- I am able to see a doctor quickly when I need to
- It is easy to make an appointment for a day and time that suits me
- Everything ran on time

The practice response:

- “On the day” appointments are allocated in our appointment screen at both practice locations, these are reserved for patients who are unwell on the day, these are released automatically in the appointment screen, patients are able to book these online or phone for appointment.
- Our GP’s are booked up in advance, if we can suggest scheduling another appointment with your preferred provider after your appointment, this can then be cancelled if the appointment is no longer required.
- We endeavor to let our patients know if the Doctor is running late, sometimes this is out of our control in particular during an unexpected emergency.
- Sometimes patient appointments take longer than expected.
- We are currently experiencing a GP workforce shortage in our community we are making every effort to recruit more GP’s to our town.

Highest performing items to name a few are:

- The reception staff are helpful
- The clinical team respected me
- The physical aspect of the practice allow privacy and confidentiality
- The practice is clean and tidy

Patient feedback helps us to continually improve our services, feedback forms and collection box are located at on the reception counter if you wish to provide your feedback after your visit to the practice.