

We listened to you...and we are improving patient care

At Edmonton Family Medical Centre 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
<p>1. Waiting time in the surgery was frustrating to most patients</p>	<ul style="list-style-type: none"> -We have increased the number of "on the day" appointments available for each Doctor. This will help reduce the number of double bookings by having those appointments available for emergencies or acute cases on the day. -Information is available on the website, Practice brochure and waiting room about appointment booking lengths for complex or multiple issues. - Reception will inform you of waiting time at check in.
<p>2. Continuity of regular Doctors</p>	<ul style="list-style-type: none"> -As there is a shortage of GP's in Cairns and regional Queensland our practice relies on Locum services to be able to offer our patients appointments. This is why our patients may see a different doctor at each appointment. All of our doctors write comprehensive notes to enable the continuity of care. -In May we welcomed a new full time GP to our practice- Dr Joahannes "Bernard" Haasbroek. - We will continue in our recruitment of new GP's. - We will have a doctor on duty notice board and keep our website updated with our current doctors.
<p>3. Waiting room comfort</p>	<p>Most of our patients were happy with our waiting room.</p> <p>We provide a drinking fountain, a TV and reading material for entertainment and we have recently had all the chairs reupholstered.</p> <p>For hygiene reasons we no longer have a childrens area with toys. We have aquired more childrens books and will update reading material as required.</p> <p>We also provide assorted educational brochures in our waiting room.</p>
<p>4. Ability to be able to talk to Doctor or nurse on the phone- Some of our patients wanted to be able to talk to their Doctor on the phone.</p>	<p>"Telephone Access to Doctors "-information provided in our Practice brochure and on our website.</p> <p>Doctors in the clinic can be contacted during normal clinic hours through reception. During consulting hours the doctor may be busy with another patient, a message can be taken and the doctor will return your call as soon as they are able, usually during their lunch break or after hours.</p> <p>Please let reception know if it is urgent so they can triage your call and direct you to the nurse or interrupt the doctor if it is appropriate. Think of this: How would you like it if your Doctor was repeatedly interrupted by phone calls during your appointment?</p>