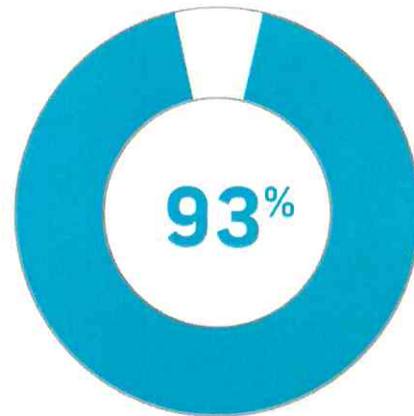


# Yarrowonga Medical Clinic

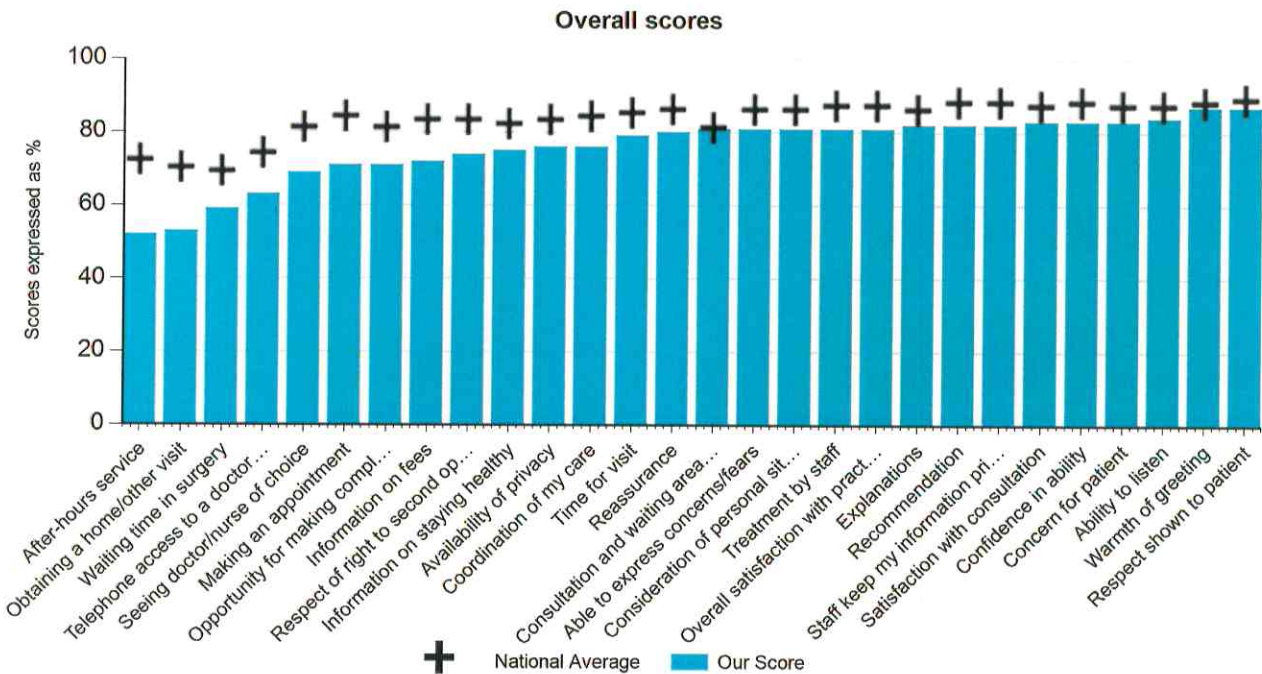
Here are the results of our recent

## PATIENT FEEDBACK SURVEY



*Striving towards excellence!*

of all patient ratings about this practice were **good, very good or excellent**



The results of this survey will help us to provide the **best possible service to you**



This Survey was completed by 119 patients in January 2023

## Letter to patients about survey. Feb 2023

I will address the issues that concerned "you" the most. Lyndy Ronan RN/Practice Owner

### 1. Level of satisfaction with After hours service.

Drs from the Yarrawonga Medical Clinic no longer provide an after hours service at Yarrawonga Health. This was not undertaken lightly. As noted on our website, recorded phone message and newsletter, the phone number for the hospital for After Hours care is recorded. There is a doctor on call at Yarrawonga Health or Nurse Practitioner.

### 2. Bulk Billing was frequently raised in your comments.

As you may have heard on the media, doctors all over the country are abandoning bulk billing. We have always been a private fee clinic. The rebate has not kept up with inflation or the realistic expectations of our doctors. However, we are compassionate and will consider each case if requested to do so.

### 3. Home Visits.

Doctors at the Yarrawonga Medical Clinic will do home visits for certain patients but generally you will be advised to ring an ambulance for urgent matters.

### 4. Waiting times.

The reception staff will notify you if the doctor is running late. As emergencies take precedence then that may be the reason your consultation is delayed. We attempt to book our doctors with a reasonable time for each consultation and you may be asked to make another appointment if there are too many requests in one 15min timeframe. Long consultations are available but must be agreed to by the doctor. Wait times to make a booking have improved since the beginning of Feb with the arrival of Dr Dhillon.

### 5. Telephone access to a Dr.

Access to your doctor isn't usually available through a "quick call". As you will understand we can't interrupt another patient's consultation. Nurses will return your call and triage. Telephone consultations are still available and booked through reception. Our reception staff are requested to not put calls through to the doctor unless it is another medical practitioner calling for an urgent matter.

**We aren't doing too badly in all other aspects of the survey. We keep trying to be helpful and respectful.**

**The last 3 years have been a challenge and yet we remained open with added precautions and delivered over 14,000 COVID vaccinations but these points aren't included in a survey. Staff and patients were kept safe and general practice continued!**