

We listened to your feedback

As a result, we're taking active steps to better your patient experience

At Ararat Medical Centre, we carried out a patient survey and asked for your honest opinions and feedback to help us identify what our team is doing well, if we've missed anything or whether there's an opportunity for us to do things better. Based on our report provided by CFEP Surveys, we've listened to your feedback and have taken the following steps to improve the care and service we provide.

What you told us	Changes we're making
1. At times it is uncomfortable being asked personal details on arrival	<p>Your privacy matters to us and we're reviewing our reception procedures to strengthen confidentiality for all patients.</p> <p>As part of this work, we've created a Privacy at Reception statement that outlines how we protect your personal information in this space.</p>
2. Help patients understand their health information	<p>We will do all we can to:</p> <ul style="list-style-type: none">*Remove communication barriers where possible*Provide information plainly and clearly*Check you fully understand your care and next steps before you leave the practice
3. Improve waiting times	<p>Appointments can be booked 3 months in advance (1 month in advance for Partner appointments).</p> <p>If appointments run late, staff will keep you updated, or if needed, will offer you alternative appointment options so you can choose what works best for you.</p>
4. Making a complaint, suggestion or providing feedback	<p>We're committed to improving the Medical Centre for all patients, and are updating the ways you can provide your feedback.</p> <p>Your experience matters, so please feel free to tell us what's working well and what we can do better.</p>