

MEDIA RELEASE

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Patient survey gives Geeveston Medical Centre tick of approval

The Geeveston Medical Centre has recently conducted its latest Patient Survey and the results are very positive. More than 60 patients were surveyed this time and their suggestions shape the way the Centre delivers its services.

The 3 yearly surveys are a central feature of the Centre's Continuous Improvement model that forms part of their accreditation.

The survey placed the service delivery at the Centre above the benchmark in every category, which include:

Can patients see a Doctor of their choice?

Are patients treated respectfully by helpful receptions staff?

Did patients receive enough information?

Were all of their questions answered?

Does everything run on time, do patients have to wait long?

How well do they manage their patients' privacy and personal information?

The survey is approved by the Royal Australian College of General Practitioners (RACGP) and is intended to let the staff at the Centre think about ways to improve their practice in response to their patients' feedback.

Huon Valley Commissioner Adriana Taylor says the survey plays an important role in monitoring performance.



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“It lets us know how we’re going and if we are doing the right thing by the community. We might think we’re doing a great job, but the survey lets us know how our service delivery at the Centre is perceived by the patients.

“By understanding patients’ expectations we can adapt our service delivery to meet them. To find that the majority of patients think we’re doing a great job, looking after them when they are not at their best, is a heartening result.

“It is also testament to the great team we have working at the Geeveston Medical Centre. Not only are they providing this vital service, along with the raft of Allied Health services that the Centre facilitates (sports physicians, dieticians), they are meeting the needs of their patients.

“We are constantly looking at ways to improve and this year’s survey tells us we are on the right track,” Commissioner Taylor said.

For more information
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