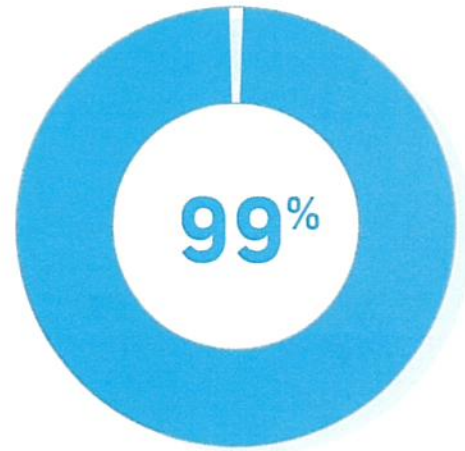


# Coffs Harbour Women's Health Centre

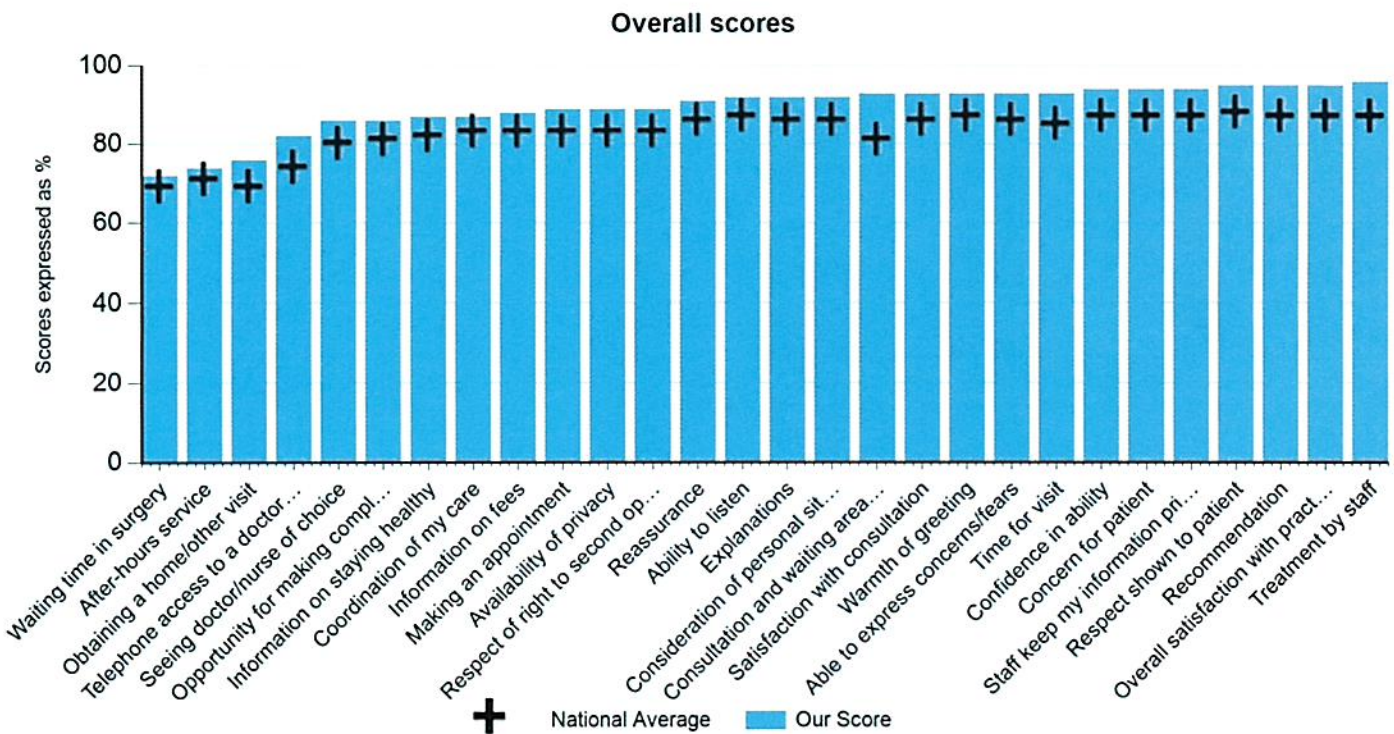
Here are the results of our recent

## 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 122 patients in May 2024

# YOUR PATIENT FEEDBACK

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Number of patients providing feedback: 122

## YOUR PATIENT COMMENTS

From the free text component of the questionnaire.

All comments have been included in their entirety but details which could identify a specific practitioner, practice or patient have been removed to ensure anonymity.

Trigger warning: This report may contain content of a sensitive nature and cover a range of sensitive topics that may trigger readers.

### ***How can the doctor/nurse and/or practice staff improve their service?***

- They are wonderful. Stay as they are (they would take on any new ideas as they have that mindset).
- No improvements needed. Everyone's great.
- The staff and clinician were very kind and caring, great service although when calling, a voicemail would be appreciated for missed calls.
- More staff. Fees highlighted when booking. Waiting room is spotless and spacious. Great for germs, privacy, anxiety, etc. Very welcoming.
- Keep doing what you are doing. Very satisfied. Thanks.
- Thank you for your care of me.
- More appointment after 3 or 4 pm.
- More bulk billing.
- It's all excellent.
- I have been attending [practice] for many years. Without the doctor attending me I may not have survived [illness] as it was picked up while attending this practice. The receptionists have always made me feel comfortable with their friendly greeting.
- Keep up the good work.
- The [practice] staff are wonderful.
- It's all about funding would assist with the amazing service already being provided.
- In my experience, no improvements necessary.
- So far good having my second visit still new to clinic.
- After getting my cervical screen reminder and phone call I completely forgot. My doctor called me themselves and helped me arrange a suitable appointment! So happy with this service.
- I have sometimes had difficulty in getting an appointment when desired as soon as I would like for my health, but when I have come in the care I have received has been excellent.
- This service is absolutely amazing, and the staff are very friendly, personable and helpful. My [Doctor] is such an incredible doctor and as well as being a very caring person.
- Increase the accessibility. [Gender person] need this service as many doctors don't have time or care to listen. Especially about peri/menopause. Long wait for new patients is hard when things change (like onset opening) and you need someone compassionate, caring and professional.
- Only suggestion, always have to wait, appointments never running on time.
- Doing very good.
- I am very happy with this practice.
- Doctors be available more than one day a week.
- It is perfect as it is.
- They are all amazing and lovely here. They make you feel heard and comfortable.

# We listened to your feedback

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

At Coffs Harbour Women's Health 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	Changes we're making
1. <div style="border: 1px solid black; padding: 5px; text-align: center;">Waiting Time in Surgery – Sometimes too long.</div>	We have reviewed our appointment booking process and will ensure longer time allocated when required to ensure our practitioners run on time. On arrival, patients will be advised if their practitioner is running behind schedule.
2. <div style="border: 1px solid black; padding: 5px; text-align: center;">After Hours and Home Visits</div>	As all patients are required to have their own GP you will be referred back to them for these services, we do not provide through our Centre. After Hours information is available on our website, in practice brochure and on our front door.
3. <div style="border: 1px solid black; padding: 5px; text-align: center;">Telephone Access to Doctors or Nurse or other Health Practitioners</div>	We cannot always put calls through to health practitioners due to consultations, meetings and clinic scheduling. We will ensure patients are aware of our phone call procedure and advise of approximate response time/time to call back.
4. <div style="border: 1px solid black; padding: 5px; text-align: center;">Seeing Health Practitioner (GP, Nurse, Midwife) of Choice</div>	Reception Team endeavour to book practitioner of your choice, however this can be difficult as all work part-time. To ensure you are seen in a timely manner you may be offered another practitioner. We will always do our best to meet your request so please ask.



# Certificate of Completion

This is to certify that

## **Coffs Harbour Women's Health Centre**

45-53 Little Street  
Coffs Harbour NSW 2450

has completed the

## **Patient Feedback Survey**

29 May 2024

Conducted by **CFEP Surveys**

A handwritten signature in black ink, appearing to read "Tina Janamian", with a horizontal line extending to the right.

Adj Assoc Prof Tina Janamian  
Chief Executive Officer