

Certificate of Completion

This is to certify that

Newcomb Women and Children's Medical Centre

52 Bellarine Highway
Newcomb VIC 3219

has completed the

Patient Feedback Survey

19 May 2022

Conducted by **CFEP Surveys**

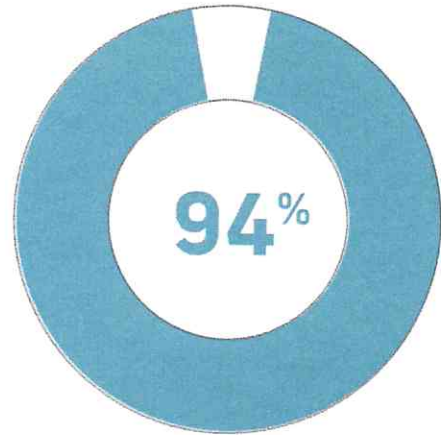


Adj Assoc Prof Tina Janamian
Chief Executive Officer

Newcomb Women and Children's Medical Centre

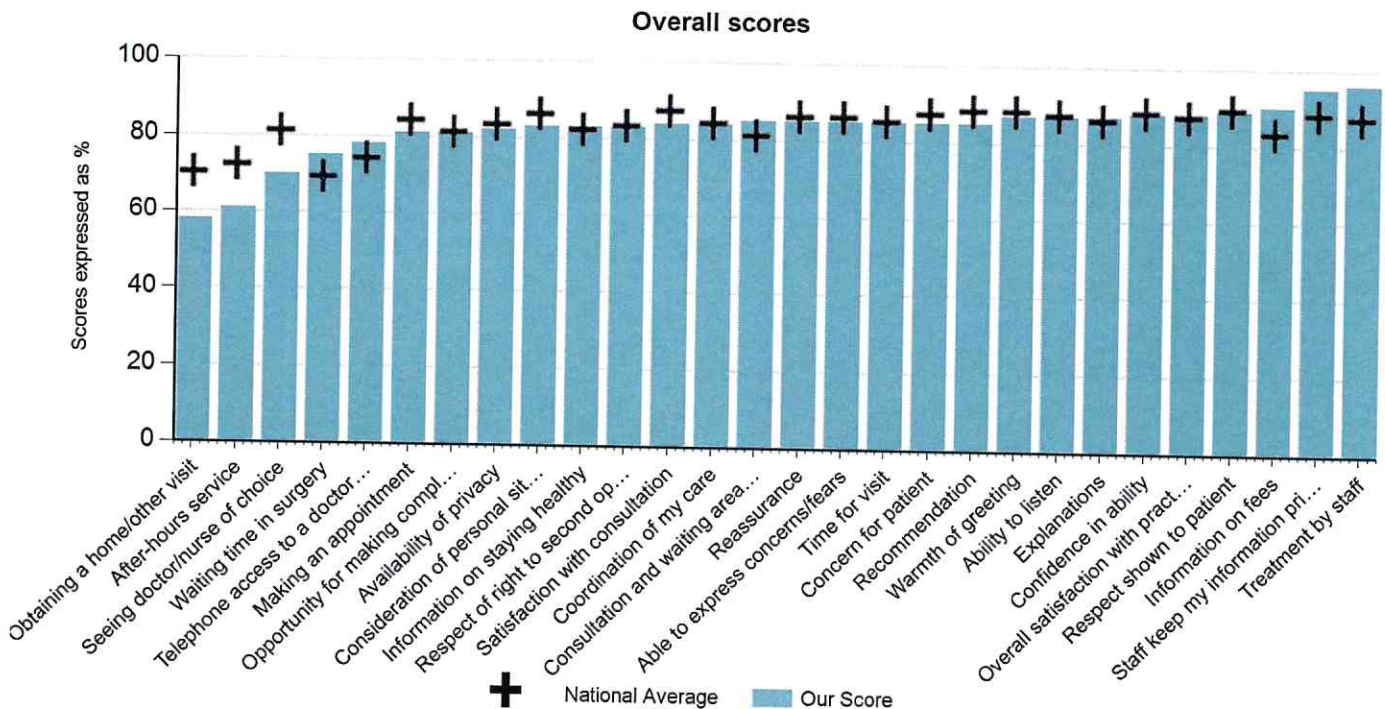
Here are the results of our recent

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 95 patients in April 2022

We listened to your feedback

as a result, we are taking active steps to better your patient experience

At Newcomb Women and Children's Medical Centre we carried out a patient survey (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. You had difficulty seeing your regular GP	Making sure we have enough appointments is important for our clinic to provide the best health care. We try to ensure efficiency whilst booking appointments so patients can have access to their regular GP. We have welcomed Dr Bernadette Hunt and Dr Keshav Faye-Chauhan to our team which will free up appointments for the other GPs.
2. You weren't aware of after-hours service	Newcomb Women and Children's Medical Centre uses National Home Doctor Service to provide care for our patients during after-hours. We have added more signage and added this information on our website.
3. More availability for female doctors	We have been very lucky to welcome Dr Bernadette Hunt to our clinic. This will allow our patients who are in need of a female doctor access to this service.
4. More information about allied health or other services in the area	We currently have a podiatrist Sophie Mallet come to our clinic first Wednesday of every month. Due to high demand Sophie has opened her books to a couple more sessions during the month