

We listened to you and we are improving patient care

AUGUST 2018

At Nathalia Medical Clinic 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	What we have done
<p>1. Obtaining a home/other visit – Unable to get a doctor to come for a home visit.</p>	<p>In emergency situations call 000. For optimal care of a patient it is more preferential to attend a medical facility. Doctors will attend palliative patients in their homes.</p>
<p>2. Telephone access – The ability to speak to a clinician could be improved.</p>	<p>If a GP is unavailable, a Practice Nurse is able to take a call from a patient during business hours.</p>
<p>3. After hours service – A GP is not always accessible after hours.</p>	<p>It is becoming increasingly difficult to attract GP's to country areas. Currently our GP's are doing their best to be available and accessible 24/7. We have registered with our local Murray Primary Health Network, Rural Workforce Agency Victoria and Murray City Country Coast GP Program that we have vacancies for up to two GP's. We hope to recruit another GP shortly.</p>
<p>4. Waiting time in the surgery – Doctors don't always run on time.</p>	<p>If you feel you may require more than the standard 15 mins consultation time with the GP, please let the receptionists know when making an appointment. This will help assist the doctors to run on time and allow the time to attend to your issue.</p>