

Practice survey 2023-24 results

Thank you for your feedback in our 2023-24 practice survey. It is rewarding that the vast majority of patients visiting Gerringong Medical Practice feel that their doctors and staff are doing a great job, and that your experience at the practice is a positive one. We especially thank you for taking the time to write comments which were overwhelmingly positive and made everyone feel appreciated.

Highest performing items

Item	Survey: VoP; Gerringong Medical Practice	
	2023	General Practice
The practice is clean and tidy	95%	79%
The physical aspects of the practice allow privacy and confidentiality	91%	73%
The reception staff are helpful	89%	74%
The clinical team respected me	89%	77%
The clinical team paid attention to what I had to say	87%	74%
The clinical team were caring and concerned about me as a person	86%	74%
I am confident my information will remain private and confidential	86%	75%
The practice makes adequate provisions for my privacy	84%	70%
I received enough information	83%	68%
All my questions have been answered	83%	70%

However, there are some areas where you think we can do better:

Lowest performing items

Item	Survey: VoP; Gerringong Medical Practice 2023	
	General Practice	General Practice
I am able to see a doctor quickly when I need to	38%	42%
Everything ran on time	44%	36%
It is easy to make an appointment for a day and time that suits me	47%	47%

... and this is what we are doing:

It is difficult to see a doctor when you need to.

We have had a doctor shortage in recent times, but we have a new GP starting at the practice in September and this should help with appointment availability. All the doctors at GMP have spare appointments on the day for urgent requests, but these are usually taken up quickly so you may need to see another doctor if you cannot wait for your usual GP.

Sometimes things don't run on time.

We are always looking for ways to reduce waiting times. Unfortunately, the unpredictable nature of medicine is such that doctors often encounter emergencies, and this can cause them to run behind. We appreciate your patience and understanding when this occurs.

We have reminded our reception staff to ask patients if they require a longer appointment, and your doctor may also suggest this to you. We will inform you on arrival if your doctor is running behind. If there is an unexpected extensive delay, we will endeavour to contact you prior to your appointment time.

It is not always easy to make an appointment on a day or time that suits you.

We hope that an additional doctor will improve this situation, but if you know your doctor is often booked ahead, we recommend that you make your routine appointments well in advance. Some of the doctors have also allocated more appointment times to help alleviate this situation.

Thank you again for your kind words and support,

Your doctors and the staff at Gerringong Medical Practice