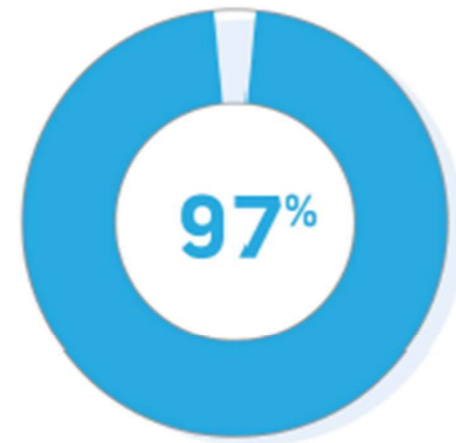


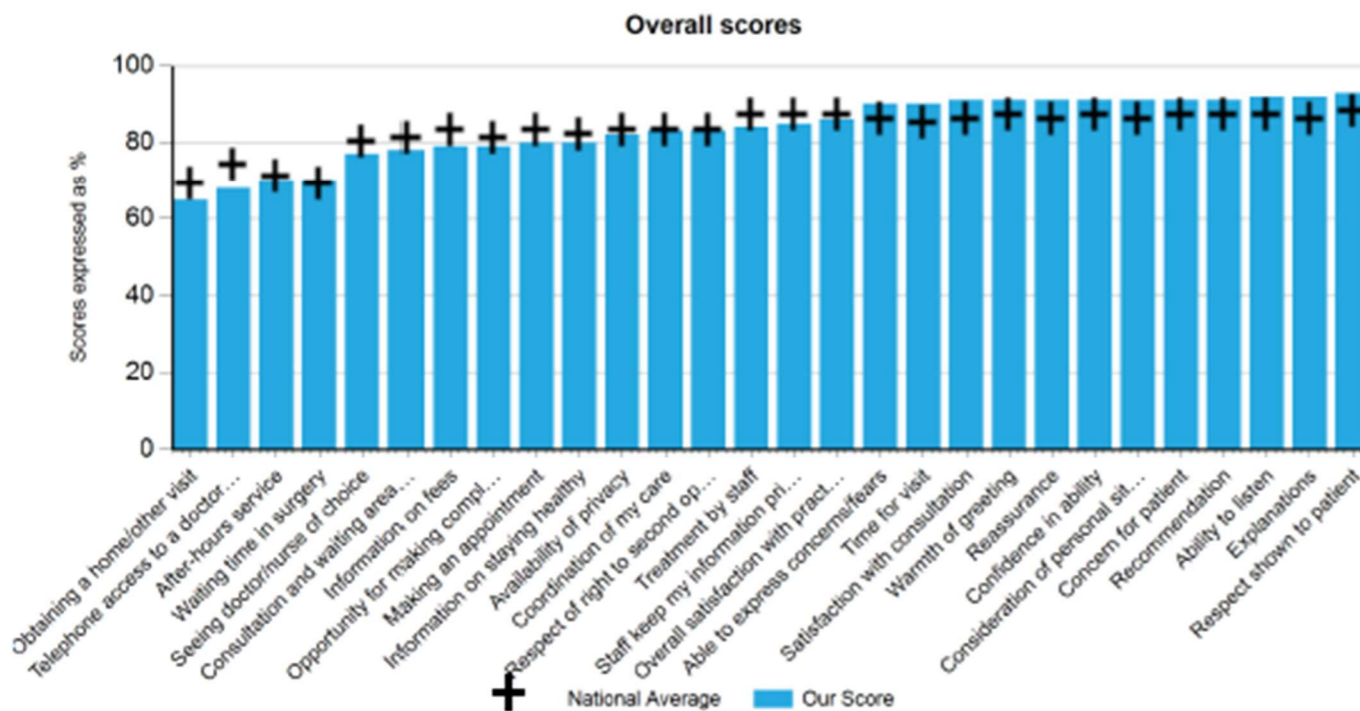
Bendigo Primary Care Centre

Here are the results of our recent

PATIENT FEEDBACK SURVEY



97% 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

Thank you to all those patients who took the time to provide us feedback through our Patient Feedback Survey.

The survey results help us to improve patient outcomes and ensure that our healthcare services are safe, effective, and patient-centred.

You told us that the clinic consistently demonstrates excellence in customer service across all departments,

- ✓ Ensuring a welcoming and supportive environment for all,
- ✓ Our team excels in communication,
- ✓ Fostering clear and effective interactions with everyone,
- ✓ Our viral assessment space is safe, organised and efficient.

While our clinic excels in many areas, we recognise that there are always opportunities to be better. We have begun making improvements based on your feedback including,

You Said

We're Doing

- | | |
|--|---|
| <ul style="list-style-type: none"> ✗ Phone communication is challenging due to high call volumes. ✗ Clinic information and entertainment systems need improvement. | <ul style="list-style-type: none"> ✓ We've upgraded our phone system to improve call management and reduce wait times. Future enhancements will include callback options, queue position tracking, and estimated wait times. ✓ New TVs and information panels will soon be installed to provide clearer, more accessible updates. |
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