

We listened to your feedback

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

At The Health Care Centre we carried out a patient survey and asked for your honest opinions and feedback to help us identify what our team is doing well, if we've missed anything or whether there's an opportunity for us to do things better. Based on our report provided by CFEP Surveys, we've listened to your feedback and have taken the following steps to improve the care and service we provide.

What you told us	Changes we're making
1. In general, patients are extremely satisfied with our service with an overall satisfaction rate of 94%.	We will continue to listen to and respond to your feedback and suggestions.
2. Being able to see the doctor or nurse of your choice can be difficult at times.	Encourage patients to book follow-up and routine appointments in advance whenever possible. Encourage patients to have a back-up doctor when their regular doctor is unavailable or on leave.
3. Waiting times in surgery can be longer than expected.	Reception will endeavour to inform patients when their doctor is running late. Encourage patients to consider complexity of their needs when making an appointment to ensure appropriate amount of time allocated.
4. Telephone access to a doctor or nurse can be difficult.	If the doctor is unavailable we will refer the call to our practice nurse. We will continue to send messages to doctors but ask patients to understand that response time may vary according to the doctors schedule.

Thank You for Your Feedback – 2026 Patient Survey Results

At The Health Care Centre, we are committed to providing high-quality, patient-centred care - and your feedback helps to ensure that we are meeting this standard.

Earlier this year, 127 of our patients completed the Practice Accreditation Survey (PAIS), an independent and anonymous survey conducted by CFEP Surveys. This survey is designed to meet the Royal Australian College of General Practitioners (RACGP) standards and helps us improve the care and service we provide.

We were pleased to receive overwhelmingly positive feedback across all aspects of your experience. Here are some highlights:

94% satisfaction with consultations

95% felt they were listened to attentively

95% felt respected by our team

“Wonderful service. Very professional.”

“Wonderful service, staff, and doctors.”

“Excellent service at every visit.”

“They go above and beyond.”

“Very happy with all staff and doctors, very caring and professional.”

Where We’re Working to Improve

While the feedback was very positive overall, you also helped us identify areas where we can do better:

Appointments with preferred doctors:

Some patients noted it can be hard to see their usual GP at short notice. We encourage booking follow-up and routine appointments in advance whenever possible. We will always try to accommodate requests for preferred doctors, in the instance that this can’t be accommodated we will offer alternatives.

Waiting times:

Some patients noted that waiting times in surgery can be longer than expected. To help avoid this reception will make every effort to inform patients when their doctor is running late. We also encourage patients to consider complexity of their needs and book a longer consultation if necessary to avoid doctors running over time.

Telephone access to a doctor or nurse:

We learnt that some patients felt telephone access to a doctor or nurse could be difficult. To avoid these difficulties when doctors are unavailable calls will be referred to our practice nurse. We will continue to send messages to doctors but ask patients to understand that response time may vary according to the doctors schedule.

What Happens Next

We’ve shared these results with all of our staff and discussed them in team meetings. As always, we’re committed to using your feedback to guide continuous improvements across the practice.

Thank you for helping us make The Health Care Centre the best it can be - for you, your family, and our community.

Warm regards,

The Team at The Health Care Centre

The Health Care Centre

Here are the results of our recent

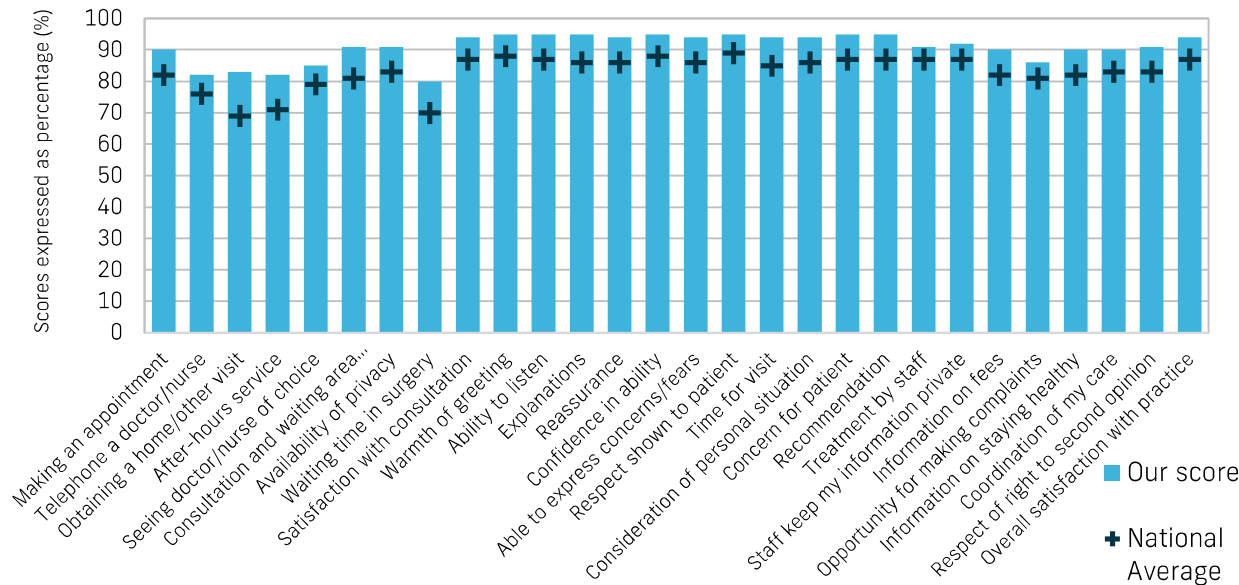
PATIENT FEEDBACK SURVEY

*Striving towards
excellence!*



of all patient ratings about
this practice were **Good**,
Very Good or **Excellent**

Patients rated this practice on the following areas



The results of this survey will help us to provide the **best possible service to you**