

# Kinglake Patient Survey Findings

## Snapshot

**Our team wants to thank you for your time in completing our survey.** Your responses have been incredibly valuable in helping us understand how we can improve our services to the Kinglake community.

**Here are some key findings and actions from the survey:**



### Things we are doing well...

Survey feedback showed that we are doing well with our:

- Warmth of greeting from our GP's and Practice Nurse's.
- Staff keeping our patient's information private and confidential.
- Ability to listen to our patients – Patients rated highly the doctor/nurse's ability to really listen.

### Areas of Improvement...



#### Making an appointment

Feedback showed that there was frustration when calling to book appointments over the phone.

### What are we doing to fix this...

#### Changes to how our phone system works

We have made adjustments to our call queue wait time, extending it to 5 minutes before being redirected to the messaging option. This change has resulted in a decrease in call abandonment, as the average call duration with our Customer Service Team to assist patients is between 2 to 3 minutes. There is now a greater likelihood of patients successfully connecting with our Customer Service Team.



#### Seeing a doctor/nurse of choice

Feedback showed that patients were finding it difficult to see their preferred doctor or nurse.

#### Our Team at Kinglake

- Currently, we have one full-time GP at Kinglake, and we are actively looking to add a second GP to our Kinglake team.
- Our team of nurses operate across multiple Nexus sites, all of whom are qualified RNs or ENs with current AHPRA registration. Our skilled team of nurses offer a variety of services including but not limited to triage, emergency care, chronic disease management, health assessments, medication administration and pathology collection. Additionally, they assist GPs with procedures, dressings, immunizations, blood pressure checks and many other nursing responsibilities.



#### After Hours Care

Feedback showed that there is a high number of patients not accessing or not knowing how to access after hours care.

#### Education, information and signage on after hours care option 13SICK.

Patients of Nexus GP clinics (Wallan, Kinglake & Broadford) have access to after-hours services by phoning 13SICK (137425) or online by [www.13sick.com.au](http://www.13sick.com.au).

13SICK is Australia's largest and trusted network of after-hours doctors providing treatment of acute, episodic illness and injury to patients at home, when they urgently need to see a doctor, but their GP is closed. This is available Monday to Friday 6pm to 8am, Saturdays from midday, all day Sunday and all day on gazetted public holidays.

13SICK will provide Nexus with electronic patient reports on the day following a visit.