



We listened to your feedback

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

At Fresh Start 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	Changes we're making
...that wait times are often too long	<p>We understand that there are very few fully bulk-billed GP Clinics available in Perth and this creates a significant demand for services.</p> <p>We are currently advertising for more doctors and nurses to join our team soon. We anticipate that the addition of more staff will help us to reduce wait times and provide better access to a doctor at your time of need.</p>
... the waiting area comfort and the level of privacy in our building isn't great. It feels unwelcoming.	<p>We are working on a building renovation that will include a more comfortable and welcoming waiting room and reception area.</p> <p>The addition of better work spaces for our reception staff will help to create a better sense of connection with you.</p> <p>Our renovations will also improve the level of sound proofing and visual privacy, and increase the number of private spaces for interviews.</p>
... you're unsure where to find information about: treatment fees, healthy living and preventive health advice... or how to provide feedback about our services.	<p>We are updating our website to make it easier to find the information that you need. You will be able to get easy access to information about our treatment fee schedule, get access to information about advice for healthier living and find out how to provide us with feedback about our services.</p> <p>We will increase the amount of printed information about preventive health available to you in the Clinic.</p>
...that the coordination of your care isn't always smooth.	<p>We have recently upgraded our patient health information software. This new software will improve communication between our doctors and help us to provide better, more integrated and coordinated care.</p> <p>We will also purchase additional medical equipment and computer hardware so that our doctors can provide a wider range of health services and care to you.</p>