

Response to Patient Feedback

WHAT OUR PATIENTS TOLD US	RESPONSE FROM CMP
<i>Difficult to obtain a home visit</i>	Home visits are available for patients of CMP within the local Inner North area. We are a small practice and as such we only offer home visits for those patients who need it most or in emergencies.
<i>Opportunity to make complaints is minimal</i>	We have conducted a review of our feedback and complaints process and have implemented new digital feedback (via QR code at reception or via our website). All complaints and feedback can still be made in person if you so wish or in writing on paper.
<i>Information on fees is limited</i>	Our standard fees are available on our practice information form, via our website, and are displayed in our waiting room. For further information please ask our friendly reception staff. Medicare is complex so please do not hesitate to ask if you require further information.
<i>More continuity of care</i>	We are always looking to engage long term clinical staff, especially a long term second GP. We appreciate continuity of care and access to a patient's regular doctor is important. To help support the practice clinically, CMP supports the GP's of the future by being an accredited training practice and hosting GP registrars. Our hope is that one will like us so much they will choose to stay long term.

Campbell Medical Practice would like to thank all patients for their time and effort in completing our patient feedback survey. We value all suggestions and have made the following improvements to our practice based on your views. Your ongoing feedback/suggestions are welcomed. Please scan our QR code or ask reception for a copy of our form.