



Emerald Medical Centre Lane Cove

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Patient Feedback Policy

How We Respond to Feedback and Improve Quality

At Emerald Medical Centre Lane Cove, we value feedback from our patients, carers, and other relevant parties. We believe that by listening to your experiences, concerns, and suggestions, we can continue to improve the quality of care we provide. Here's how we use feedback to make meaningful changes:

1. **Listening to Your Feedback**

We actively encourage feedback through various channels, including surveys, suggestion boxes, direct conversations with staff, and online platforms. Whether positive or constructive, every piece of feedback is important to us.

2. **Understanding the Impact**

After receiving feedback, we carefully review and analyze it to understand the key issues raised. We look for patterns, recurring themes, and areas where we can make improvements. This ensures we are addressing concerns in a comprehensive and thoughtful way.

3. **Implementing Changes**

Based on the feedback we receive, we take action to make necessary improvements. Here are some examples of changes we've made recently:

- **Improved Appointment Scheduling:** In response to feedback about long waiting times for appointments, we have implemented a more efficient scheduling system and introduced additional appointment slots during peak times.
- **Enhanced Communication:** We've introduced clearer information on how patients can contact us, ensuring that important messages are shared more effectively, and reducing delays in responses.
- **Staff Training:** To address feedback on patient experience and care, we've invested in additional staff training on customer service, empathy, and patient-centred care.

4. **Keeping You Informed**

We want you to know that your feedback is making a difference. We will share updates on the changes we've made through our website, newsletters, and in the practice itself. In addition, you can always speak to a member of the team if you have questions or would like more information about improvements.

5. **Ongoing Feedback and Continuous Improvement**

We are committed to continually improving our services. We regularly gather feedback, monitor progress, and assess the effectiveness of changes we've made to ensure that we are meeting your needs.