



Colchester Medical Centre

310 Colchester Road, Bayswater North Vic 3153

Ph: 03 9720 5515 Fax: 9720 5004

ABN: 99 006 700 492

22 May 2024

Dear valued Patients of Colchester Medical Centre,

Thank you for participating in the Voice of the People Surveys we recently conducted to collect feedback from our patients.

We have now completed our analysis of the feedback and would like to share some of the significant findings with you.

Overall, we found that most patients:

- find our reception staff helpful
- are confident that their information will remain private and confidential
- felt respected by the clinical team
- believe that the physical aspects of our clinic allow privacy and confidentiality
- believe our clinic makes adequate provisions for privacy
- found our clinic to be clean and tidy
- found our staff to be caring and concerned about them as a person
- felt that our staff paid attention to what they had to say
- felt that their questions had been answered
- felt that the practice team worked well together

The feedback also indicated areas that we can improve, including:

- doctors running on time
- ability for patients to see a doctor quickly when they needed to
- ability to make an appointment at the time and date that suits them.

As a result of the feedback collected from our patients, we are planning to make some changes to improve the services and care we provide. We will give you more information about these changes when we have finished our planning so you can see how your feedback is helping us improve.

Thank you again for your valuable contribution. Please call us on 9720 5515 if you have any questions regarding the feedback.

We look forward to continuing to provide you with quality healthcare.



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4th July 2024 - UPDATE

We have been very busy closing Knoxfield Medical Centre and rolling both clinics into Colchester Medical Centre.

Some of the changes we have made or are going to make as a direct result of the feedback we received from you and other patients:

- The interior has been repainted
- The carpet has been replaced in the waiting room, reception areas, corridors and some consulting rooms.
- The waiting area has been altered to allow for more seating.
- We have allocated some appointments which can be booked on that day only to cater for emergency bookings.
- Our staff will endeavour to let you know when doctors are running late.

Thank you again for your time and valuable contribution.

Please call us on 9720 5515 if you have any questions about the feedback or the changes we are making.

We look forward to continuing to provide you with quality healthcare.

Yours faithfully,

The GPs and staff members at Colchester Medical Centre