

## **8.6. Patient feedback**

### **8.6.1. Policy**

Our practice encourages patients and other people to give feedback, both positive and negative, as part of our partnership approach to healthcare. We have specific processes in place for responding to feedback.

In order to respond to patient feedback and make improvements, our practice has appointed a person with primary responsibility for examining issues raised and for facilitating improvements in the practice.

Opportunities are available for patients and other visitors to tell us 'How we are doing'. We have a 'suggestion box' available in the waiting room which allows patients to give us personal feedback on a day-to-day basis. We aim to follow up ideas and acknowledge notes of appreciation where we can.

Patients are encouraged to raise any concerns directly with the practice team and attempts are made for a timely resolution of such concerns within the practice in accordance with our complaints resolution process (refer to **Section 5.13 – Complaints**).

Our practice team seek structured/systematic patient experience feedback at least once every three (3) years and the data collected is analysed and the findings, including any improvements made, are communicated back to our patients.

As part of our risk management activities, a record of incidents, including complaints from patients, is maintained.

### **8.6.2. Procedure**

Our practice has appointed Emma Hallett, Practice Manager, with primary responsibility for examining issues raised and facilitating improvements in the practice.

At any time, patients can provide feedback or make a complaint. They are advised of the processes for providing feedback through:

- A notice displayed in the waiting room and information contained in the practice information sheet
- Our practice website advising how to provide feedback or make a complaint
- Provision of a 'suggestion box' in a common patient area (i.e. waiting room), and
- Adequate training provided to all practice team members to ensure patients of the practice feel confident that any feedback or complaints made at the practice will be handled appropriately.

We seek structured/systematic patient experience feedback at least once every three (3) years which meets the requirements outlined in the RACGP's *Patient feedback guide*.

Feedback collected includes, but is not limited to, the following six (6) categories that are considered critical to patient experiences within healthcare facilities:

- Access and availability
- Provision of information
- Privacy and confidentiality
- Continuity of care
- Communication and interpersonal skills of the clinical team, and
- Communication and interpersonal skills of the administrative team.

Data collected by our practice is analysed to identify potential opportunities for quality improvement.

These findings are communicated back to our patients through a poster in the waiting room, newsletters and via our website, or individually as appropriate.