

We listened to your feedback

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

At Verve Family Doctors we carried out a patient survey and asked for your honest opinions and feedback to help us identify what our team is doing well, if we've missed anything or whether there's an opportunity for us to do things better. Based on our report provided by CFEP Surveys, we've listened to your feedback and have taken the following steps to improve the care and service we provide.

What you told us	Changes we're making
1. We need to improve our availability and options of our after hours service for patients.	We have changed our after hrs provider to 13SICK, & will monitor if the service improves. We will make sure info & signs are widely available & we will keep patients informed of changes. Patients can be directed to the Urgent Care Clinics for emergencies.
2. We need to look at providing more home visits when required.	We will discuss this at Dr's meetings and we will encourage Drs to be more available for home visits although most Drs are fully booked on the day and are unable to fit in a home visit. We will also extend our relationship with our home visiting locum team.
3. We need to make sure patients have the opportunity to see the doctor of their choice.	We will allocate more apps for "on the day" apps per Dr for patients who need to be seen asap. We will encourage patients to have a "back up" Dr for when their Dr is unavailable . We have a new team of Drs and usually have availability for all patients.
4. We need to look at ways to improve the waiting time for doctors.	Many Drs run on time, but if a Dr is delayed it means they are attending to a patient's needs, so please be patient. Reception notify patients if their Dr is running late or will sms telehealth appts . We will adjust appt book if a Dr continually runs late.