



MEDSANA

MEDICAL CLINIC

Dear patients of Medsana Medical Clinic,

Thank you for participating in the questionnaire we recently conducted in order 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 are happy with the level of healthcare they receive at our practice.
- Most patients feel supported and listened to by reception staff, clinicians, and GP's.
- We have recognised that we can improve on appointment availability & wait times.
- Our patients on the Weight Loss Management program are incredibly happy with the information and support surrounding the program.

We are very pleased to report that most patients rated the following aspects of our practice as 'very good' or 'excellent':

- Reception staff were courteous and polite & professional in dealing with you.
- Allowed you to have the final choice about which other professionals to see.
- Clinicians treated you with respect.
- Had enough time to talk about things that were important for you.

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 *07 3852 4878* if you have any questions regarding the feedback.

Yours faithfully,

The GP's and staff members at Medsana Medical Clinic