



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 would like to tell you about some of the changes we are going to make as a direct result of the feedback we received from you and other patients.

The following changes will be made at the practice:

- Effective immediately we will be monitoring the doctor's schedules more closely to avoid extensive wait times where possible.
- We aim to improve on notifying our patients about lengthy wait times in advance where possible.

We recognise that our fees have increased, and we hear your feedback loud and clear. Unfortunately, we are in a position now where due to inflation, consultation fees are needing to be increased to cover the cost of running our business to ensure we can continue to provide you with the best care. We understand that inflation is affecting our patients' everyday lives as well and we take this into consideration when we discuss increasing the consultation fees. We are trying our best to only increase where necessary to avoid any further financial stress on our patients.

We thank you for being understanding during this time.

Thank you again for your time and valuable contribution. Please call us on 07 3852 4878 if you have any questions about the feedback or the changes we are making.

We are looking forward to continuing to provide you with high-quality healthcare.

Yours faithfully,

The GP's and staff members at Medsana Medical Clinic