



## PATIENT FEEDBACK RESULTS

### **You asked! We Listened!**

From the 150 surveys that were anonymously returned to Kure Medical the three main areas of feedback/improvement were:

#### **Privacy in the waiting rooms – Patient conversation heard from waiting rooms and the size.**

We have installed a system to ensure patients can hear music and not other conversation within the doctors rooms and opened up a extra waiting area to give you more room!

#### **Wait times to get an appointment.**

Did you know since we got the surveys back, we have two extra doctors working at Kure Medical? We now have appointments on the day to offer the Sunraysia community and all of our doctors are taking on new patients!

#### **Appointments after 5pm for those that find it difficult to get in to see us during business hours.**

We have an online booking system for After Hours phone consultations with our doctors! Visit [www.kuremg.com.au](http://www.kuremg.com.au) and click on the after hours location to find out more! Or ask our friendly reception staff for more information!

#### **Wait times on our phone lines.**

We have worked with our phone carrier to improve wait times, please continue to let us know if you continue to experience long wait times when you call us.

Here at Kure Medical we take all feed back and complaints seriously. We appreciate all feedback and hope we can improve our service to ensure your experience with us is a pleasant one from the time you walk in until the time you leave!

Thank you for taking the time to leave your feedback