



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 We have installed a television to ensure patients can hear the television and not other conversation within the doctors' rooms.

Wait times to get an appointment.

We have "on the day appointments" to offer the Sunraysia community, we have amended our schedules to accommodate regular ad-fits each day for urgent on the day appointments or for patients who require an appointment before the next available.

Delays and wait times in the clinic.

We have developed signage and placed it in the waiting room to remind patients to check in with reception upon arrival and signage to advise patients to return to reception if the patient has experienced a wait time over 30 minutes

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