



Dear valued patient,

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 have made as a direct result of the feedback we received from you and other patients.

The following changes have been made at the practice:

- Starting mid July 2019, we added another male GP to the practice – Dr Mohan who is working with us on Wednesdays and Fridays
- We held a reception staff meeting Monday 2<sup>nd</sup> September 2019 – the practice manager Vinod Gajella informed all reception staff that they must keep their voices low when discussing personal information with a patient
- We have added a cancellation list to our appointment calendar, the staff member will add who needs the appointment and why. The doctors have access to this list and can triage their patients accordingly.
- Many of our patients were happy to receive our sms reminders for appointments. We will endeavour to use sms messages if we are unable to contact you, this may include system reminders, missed appointments, item has been left to collect at reception etc ..
- Dr Wang and Dr Weber's appointment books have been closed to new patients, so they are able to see and focus on their regular patients.

Thank you again for your time and valuable contribution. Please call us on 02 4365 4488 if you have any questions about the feedback or the changes we are making.

We look forward to continuing to provide you with quality healthcare.

Yours faithfully,

The GPs and staff members at Green Point Medical Centre