

We listened to your feedback

As a result, we're taking active steps to better your patient experience

At Tintenbar Medical Centre we carried out a patient survey (the Practice Accreditation and Improvement Survey) and asked for your honest opinions on the service we provide. We listened to your concerns and have taken the following actions in order to make improvements to patient care where you feel it would be most useful:

What you told us	Changes we're making
1. Availability of doctors	We are actively working with doctor recruitment organisations to engage additional doctors, retaining & replacing Doctors is very challenging in the current environment.
2. Continuity of care	Proactively working towards retaining the current doctor, ensuring infrastructure supports the whole clinical team to provide the best continuity of care possible
3. Making an appointment	Due to low doctor numbers, there is extended waiting times for an appointment On the day appointments are available together with blocks of telehealth appointments
4.	