

## PATIENT FEEDBACK SURVEY PROCEDURE

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### PURPOSE:

Patient surveys are designed to collect informative data about our business. The patient feedback survey so that RMG can collect feedback from it's patients in order to monitor the practices' performance in meeting the needs of their enrolled population, and to identify areas for improvement.

### RESPONSIBILITY

Practice manager or delegated staff member.

### PROCESS

1. Survey to be conducted twice a year, alternating between the two practices; Central Medical and Fairy Springs.
2. For a period of 5 working days all visiting patients will be offered the opportunity to complete a feedback form by the reception staff.
3. Results are collated by the staff member responsible for the organising the survey.
4. Results of the survey are reviewed by management and any concern feedback to staff. Any issues identified to practise staff and RMG Directors where significance changes are required will be addressed at a strategic or management level.
5. Any changes that occur as a result of the survey will also be reported back to staff.
  - Possible mechanisms for feeding back results and changes include and used as considered appropriate: email, notices in staff room, or discussion at staff/team meetings
6. Changes that are made as a result of feedback are reported to the patients.
  - Possible mechanisms for feeding back results and changes made may include and used as considered appropriate: news articles on the website, posters in waiting rooms for patients, promotion on waiting room TVs, notices in staff room for staff.
7. If it is identified that some staff training is required, the RMG Directors will be informed and it will be discussed at a Director's meeting.

Reviewed: August 2023  
Next Review: May 2025

Signed: *CRGoldsmith PM (140823)*