

We listened to your feedback

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

At Norwest Central Healthcare, we carried out a patient survey and asked for your honest opinions and feedback to help us identify what our team is doing well, if we've missed anything or whether there's an opportunity for us to do things better. Based on our report provided by CFEP Surveys, we've listened to your feedback and have taken the following steps to improve the care and service we provide.

What you told us	Changes we're making
1. You value the care and respect you receive from our doctors and team. Patients rated our listening, explanations, respect, reassurance and confidence in their doctor very highly.	We will continue to prioritise patient-centred care, taking the time to listen, explain treatment clearly and ensure every patient feels respected and heard.
2. You are very satisfied with the practice overall. Our overall satisfaction score was 95%, with 96% of patients saying they would recommend us.	We will continue to maintain the standards you value, while regularly seeking your feedback to ensure we continue to meet your expectations.
3. Waiting times were identified as an area where we can improve.	We are reviewing appointment scheduling and patient flow, particularly during busy periods. Where delays occur, our reception team will keep patients informed and provide updates wherever possible.
4. You would like clearer information about access, fees and after-hours care.	We are improving communication about fees, bulk-billing eligibility, after-hours services and alternative care options, including clearer information from reception and through our practice communications. We are also reviewing how we communicate options for patients requiring home or other visits.

Norwest Central Healthcare

Here are the results of our recent

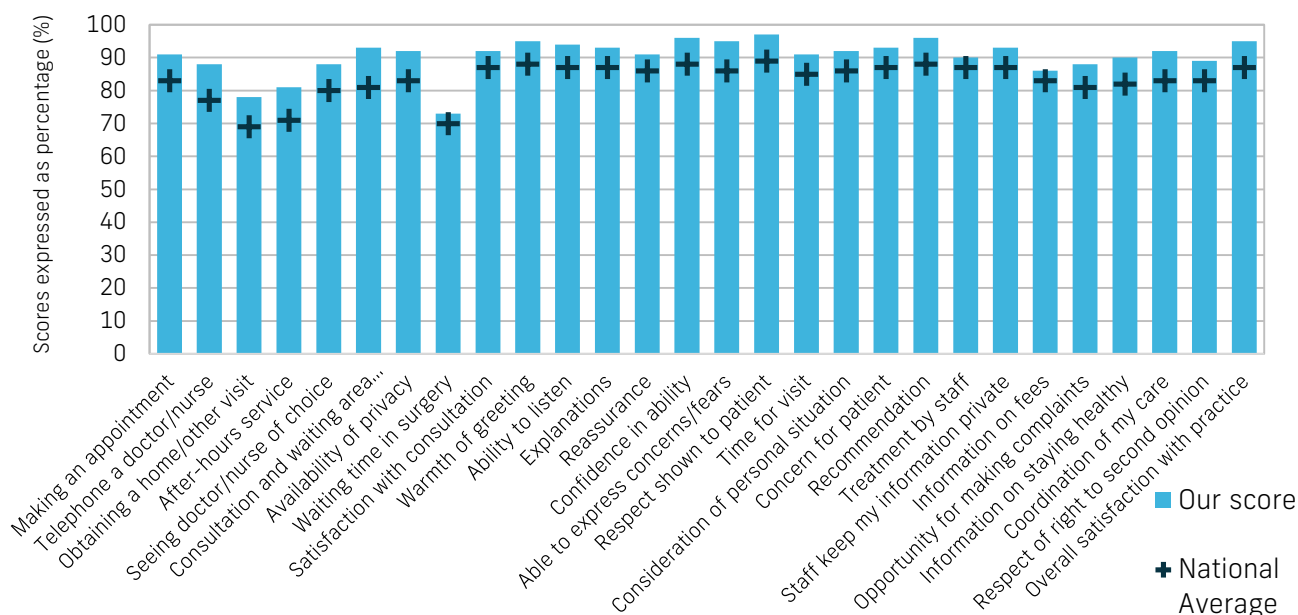
PATIENT FEEDBACK SURVEY

*Striving towards
excellence!*



of all patient ratings about
this practice were **Good**,
Very Good or **Excellent**

Patients rated this practice on the following areas



The results of this survey will help us to provide the **best possible service to you**