



SYDNEY MEDICAL SERVICE CO-OPERATIVE LIMITED

**1300 HOME GP
4663 47**

We listened to you... and we are improving patient care

At Sydney Medical Service Co-Op Ltd 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 to make improvements to patient care where you feel it would be most useful:

2020

What you told us

What we have done

1.
Reduce wait time

Wait time for doctors by patients is an ongoing goal for the service. This is monitored by the roster clerk and recruitment officer. Other contributing factors such as unexpected emergencies during attendance, traffic and bad weather conditions are factored into operations leading to the introduction of text messages updates to patients where these events occur during shift.
2.
Information on Staying healthy

Locum doctor's activity of promotional materials for patients has been improved with doctors having access to direct links via our website assigned to assist.
3.
Doctor availability on phone

Telephone consults have now formed part of our service model along with home visits. With the new guidelines introduced during COVID our service was ready to commence offering telephone consults to patients where appropriate due to business goals previously set and met.
4.
Seeing clinician of choice

Review of doctor's roster to offer choice of a female and male doctors on duty each night where possible is being implemented into our rostering system where the opportunity arises. The geographical area the service covers is vast and ongoing recruitment of a diverse workforce is always ongoing.