



# Certificate of Completion

This is to certify that

## **Hughesdale Family Medical Centre**

36 Poath Road  
Hughesdale VIC 3166

has completed the

## **Patient Feedback Survey**

28 February 2025

Conducted by **CFEP Surveys**



Adj Assoc Prof Tina Janamian  
Chief Executive Officer

# We listened to your feedback

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

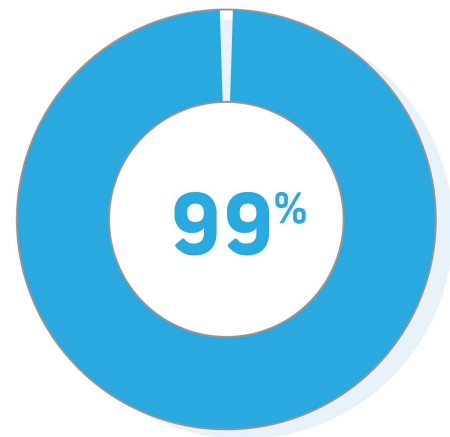
At Hughesdale Family Medical Centre we carried out a patient survey (the Practice Accreditation and Improvement Survey) and asked for your honest opinions on the service we provide. We listened to your concerns and have taken the following actions in order to make improvements to patient care where you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

What you told us	Changes we're making
1. Opportunity of making complaints	Complain form can be kept on the side for easy access and feedback for patients to use and fill it quickly in a box once filled.
2. Waiting time is more	Staff can inform clients in advance if Dr is running behind, so the patients are aware about the wait time.
3. Obtaining home visit is difficult for our practice	After hour locum service -Hello home doctor is available -staff to encourage patients to call them for any help after hour 134100 number
4. After hour service	We are looking for more doctors who can cover the clinic for after hours time to extend the support to our clients. We have another branch of clinic Medi7 Clayton -15mins away from Hughesdale to support our patients

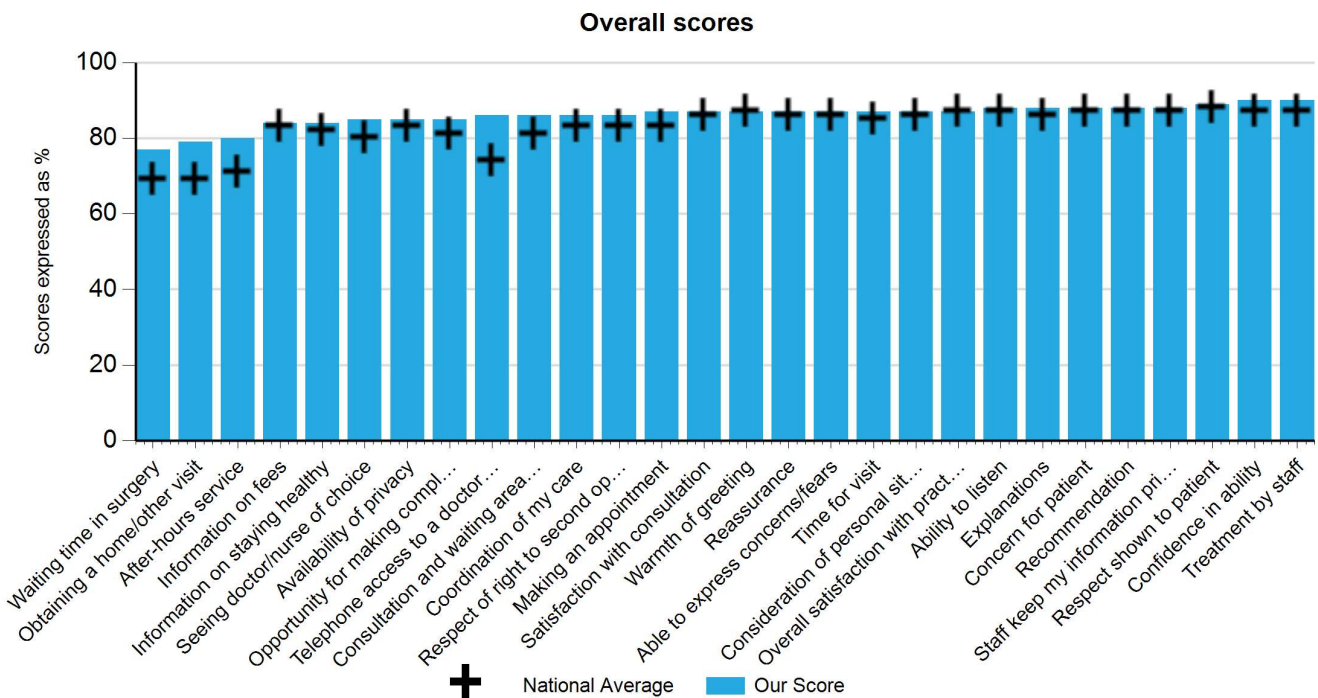
# Hughesdale Family Medical Centre

Here are the results of our recent

## PATIENT FEEDBACK SURVEY



of all patient ratings about this practice were  
**good, very good or excellent**



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



This Survey was completed by 92 patients in February 2025