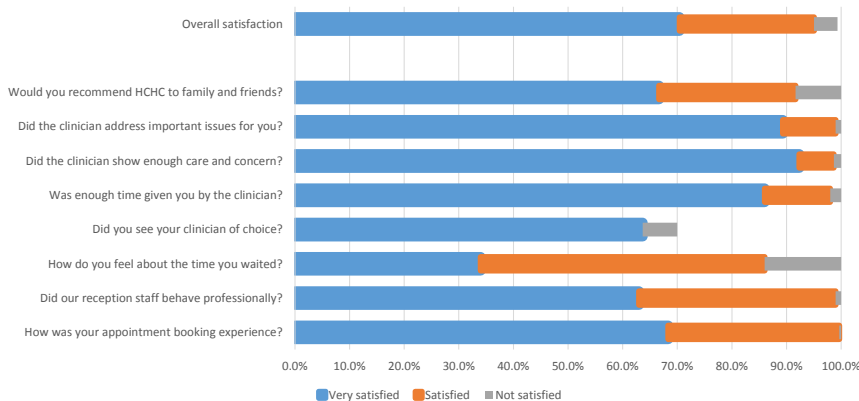


Information for Patients at Hutt Central Feedback on how you think we are doing

What our patients say about us

Because we want to improve the care we provide, we asked our patients for feedback

Patient responses to our survey



During March and April 2015, we asked patients visiting us to complete an online survey telling us how they felt about our services.

400 patients responded.

Overall, 92% of patients that responded are very satisfied or satisfied.

70% of patients are very satisfied.

92% of patients would recommend us to relatives or friends.

Thank you to our patients that took the time to answer our survey

Based on your feedback we have made - and are making - changes to how we provide our services

	You asked for:	What we are doing:
<i>The female doctors have been amazing!!</i>	Better management of waiting times <i>I understand that appointments can go over, but when you only have half hour for lunch and that was how long I waited before I got to see the doctor, maybe a system to notify if they are running behind would be good</i>	Texting patients to let them know if a doctor is running late. Focusing on better communication with you in the waiting room.
<i>The nurse on duty was super efficient. Could not ask for more.</i>	Continuity of care <i>Be good to have more consistency with the Doctors that are available.</i>	Encouraging patients to choose the doctor they like and stick with them to ensure they get the best quality of care and form a relationship of trust. Employing new, full time doctors.
<i>The reception staff are very friendly and welcoming.</i>	More affordable pricing <i>I thought the extra 5% for paying by credit card was a bit rich.</i> <i>Doctors visits are too expensive for adults and children</i>	Getting rid of the 5% credit card charge, although we continue to encourage patients to use other forms of payment. Seeing Under 6s at no charge. Signing up for the Government's initiative for <i>Free Care for Under 13 Year Olds</i> which will be effective July 2015. Aiming to maintain our fees at around the average of local practices: For 6 to 24 year olds, our fees are in the bottom quartile in the Valley. For other age ranges our fees sit in the second quartile. Not applying annual increments to our prices this year, thereby anticipating we will become more affordable relative to elsewhere.
<i>I cannot fault the services of HUTT CITY HEALTH CENTRE in the 5 years I have been a patient. Long may it continue</i>	More comfort <i>Toys for the children; breastfeeding facilities; an enclosure for small children</i>	Please ask a receptionist if you wish to have privacy for breastfeeding. Our policy is not to provide toys, as these accumulate and transmit infections and germs. We are looking into enclosures for children.
<i>I think you are giving a wonderful service. Thank you.</i>		