

We are listening: Your feedback is valuable to us

Family Planning Victoria - Action Centre Feedback*

Item	Action Centre	Industry Standard
The clinical team were caring and concerned with me as a person	84%	76%
The clinical team respected me	83%	79%
All questions have been answered	82%	72%
I'm confident my information will remain private and confidential	78%	76%
I received enough information	77%	70%
I am better able to make informed decisions about my health	77%	67%

86% * of clients are either very likely or extremely likely to recommend our practice to family and friends.

CLIENT FEEDBACK

What was the best thing about your experience with this practice?

- "Experienced, good client manner and took the time to explain available options".
- "Passionate and caring doctor".
- "Efficient. Private. Well informed. Supportive and caring".
- "Caring, knowledgeable and understanding".

81% * of clients believed that the interpersonal skill of our staff was outstanding, awarding us 5/5.

How could the practice improve the quality of care they provide to you?

- "More availabilities for appointments".
- "Due to the COVID19 situation, bookings are limited, and appointments are hard to come by".
- "Having more appointments available would be helpful".

62% * of clients told us that our access and availability of appointments could be improved. As a result, we have increased staffing and made more appointments available, to help support you better.

Based on the valuable feedback from our clients, we have improved our services by;

- Providing additional training and support for our administration staff.
- Improved appointment availability, including an additional doctor on one day a week in addition to a dedicated allocation for urgent appointments.
- Made more IUD appointments available.
- Made our privacy policy available within the clinics for clients to read and review.

Thank you to all our clients who were generous with their time and provided feedback.

**We welcome all feedback so we can continue to improve our service for you.
To provide feedback about our staff and services please email feedback@fpv.org.au**

Source: InSynch, Voice of Patient Survey, 19 Jul 2017 – 18 Dec 2020

