

LEAVING FEEDBACK

If you have a complaint or any other feedback (whether positive or negative, or a suggestion for improvements), we would appreciate hearing from you.

To lodge a complaint or give feedback, you can:

- write to us at:

Practice Manager
Suite 1 & 1A, Miller Central, 90 Cartwright Ave, Miller, NSW 2168

- telephone us on 02 9933 5300 and ask to speak to the Practice Manager or
- email us at info@mmadc.com.au (please refer to our Email Policy).

COMPLAINTS

Miller Medical and Dental Centre takes complaints seriously. Upon receipt of a complaint, we will examine the complaint and investigate internal procedures.

We will endeavour to respond to your complaint within 30 days of submission. We may need you to provide more details about the complaint in order to be able to respond properly.

If you are not satisfied with our response to your complaint, you can contact the Health Complaint Commissioner.

Health Care Complaint Commissioner

Telephone: [1800 043 159](tel:1800043159)

Web: <https://www.hccc.nsw.gov.au/contact-us>

Members of the public may make a notification to the Australian Health Practitioner Regulation Agency (AHPRA) about the conduct, health or performance of a practitioner or the health of a student.

Australian Health Practitioner Regulation Agency (AHPRA)

Telephone: 1300 419 495 Web:

www.ahpra.gov.au

Refer to our Privacy Policy regarding complaints relating to a privacy matter.

PATIENT FEEDBACK QUESTIONNAIRE: 2023

In the second half of 2023, we collected feedback from our patients via a questionnaire. We asked respondents to evaluate their experiences with our practice. We are so thankful for all your honest feedbacks and we tried to improve ourselves.

We listened to you and we are improving patient care

At Miller Medical and Dental 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:

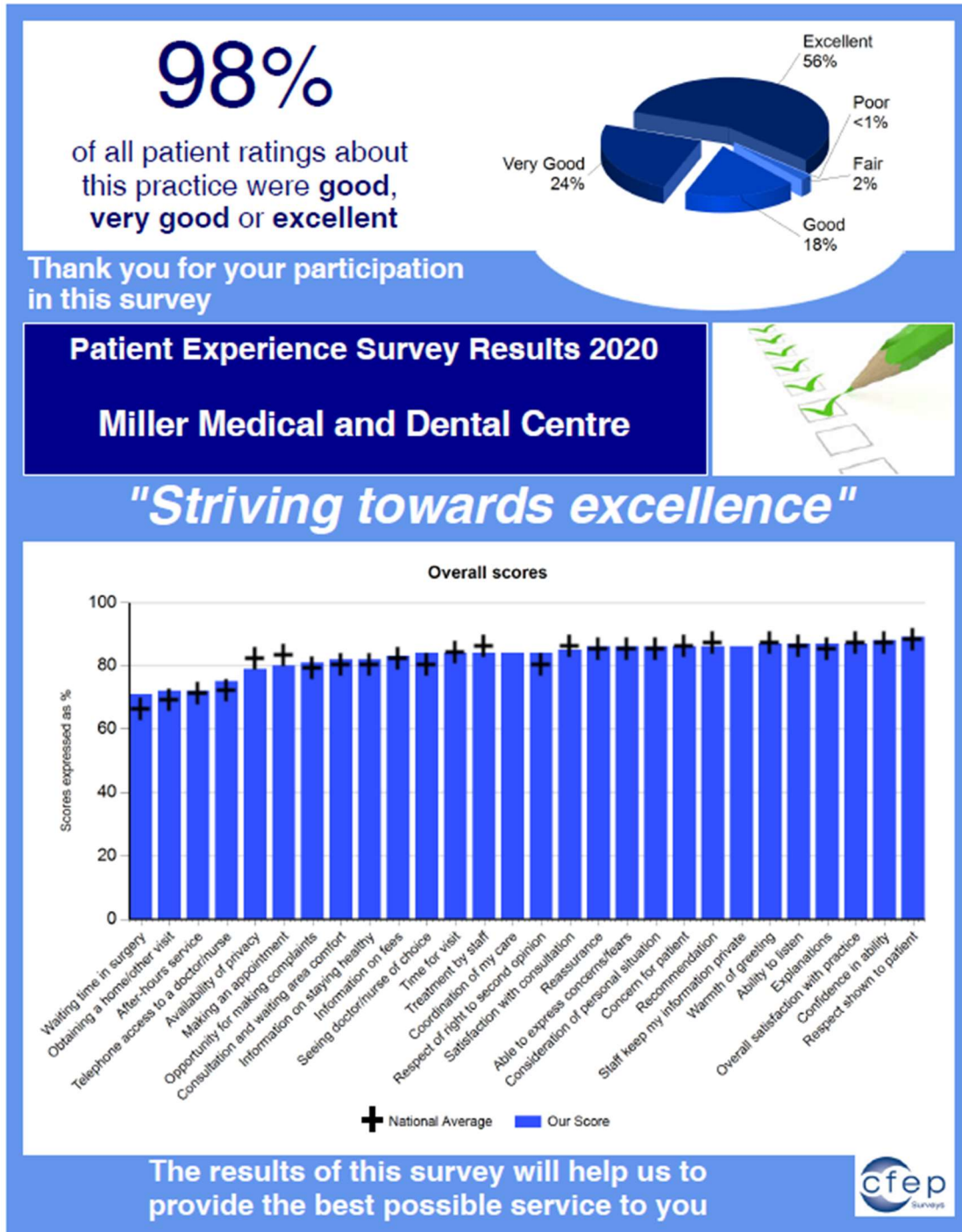
What you told us	What we have done
<ul style="list-style-type: none"> • Have more doctors on and a female doctor for my partner and all. • Have Doctors on the weekend 	<p>We have posted add and reached recruitment agency for recruiting more doctors.</p>
<ul style="list-style-type: none"> • They should be more focused on the waiting timing. Even if there are two patients it takes more than an hour to get your number. This leads to lots of dissatisfaction. Pathology and sometime with doctors. 	<p>We have extended the pathologist's availability for more days.</p> <p>We inform patients of any anticipated delays when they arrive.</p>
<ul style="list-style-type: none"> • Long wait time. • Wait time should be improved. • The wait time could be better. • More chairs in the waiting room 	<p>We spaced out the appointments and gave scheduled appointments priority before walk-ins. To reduce waiting times, we let booked in patients know if there was an emergency and how long the delays are prior to their appointment. We have arranged more chairs in the waiting room.</p>

PATIENT FEEDBACK QUESTIONNAIRE: 2023

We are collected feedback from our patients via a questionnaire, with patients asked to evaluate their experiences with our practice based on their recent consultation.

We appreciate your honest feedback, which helped us enhance the continuity of care at our practice.

Feedback results during 2020



The pie chart percentages may not add up to 100% and the good, very good and excellent sections may not equal the total value shown due to rounding.

Feedback results 2023

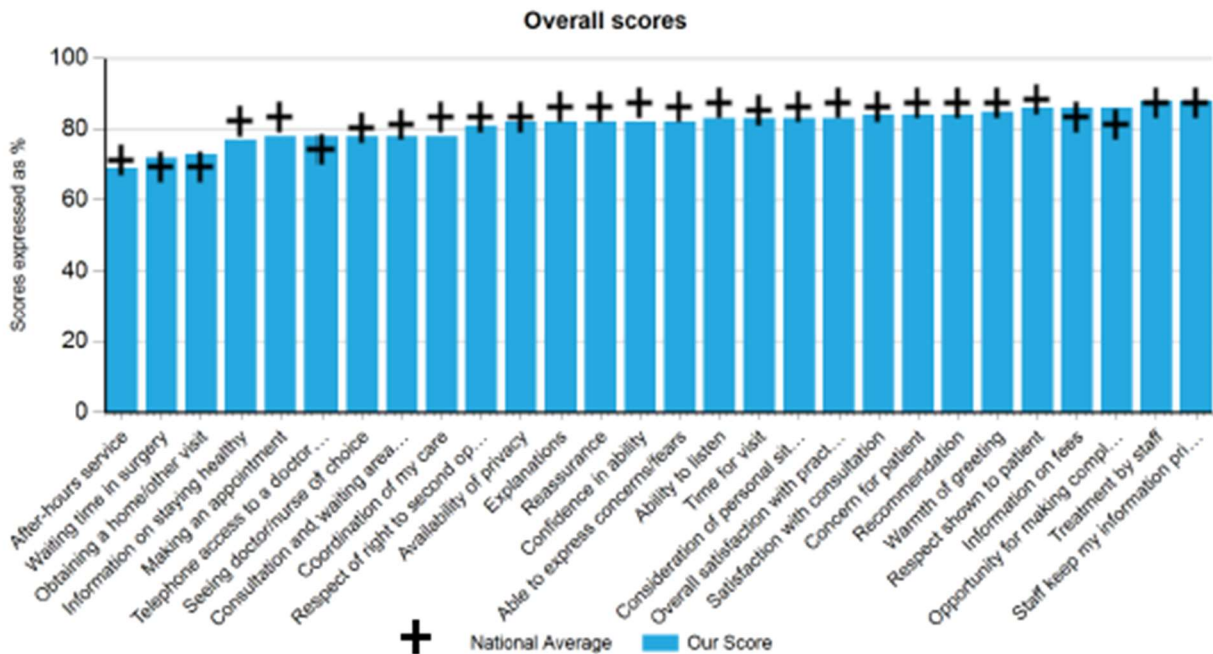
Miller Medical and Dental Centre

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 60 patients in September 2023

LIKE US ON FACEBOOK

We regularly post updates about our Practice on our Facebook page, along with health tips and other useful information.

Click below to like us on Facebook and stay updated.

[Miller Medical & Dental Centre | Facebook](#)

LEAVE A GOOGLE REVIEW

Jump into Google and search for our Miller Medical and Dental Centre or click the link below to leave a review and your experience with us.

<https://g.co/kgs/nhAKNHo>