



Certificate of Completion

This is to certify that

Heal Medical Centre

366 Scenic Drive
San Remo NSW 2262

has completed the

Patient Feedback Survey

09 April 2025



We listened to your feedback

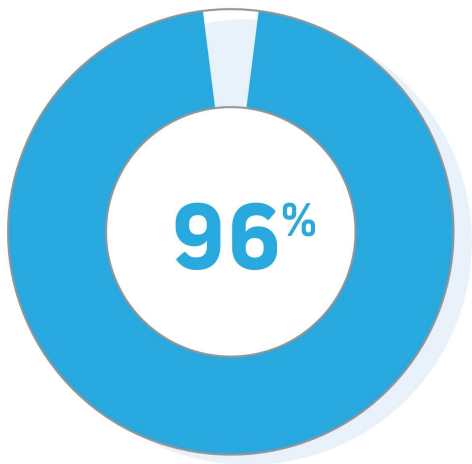
As a result, we're taking active steps to
better your patient experience

2. Which are the areas where the survey identified the greatest potential for improvement?

Areas where the survey identified the greatest potential for improvement	Your brief commentary	Action taken to improve performance
Waiting time in surgery, sometimes waiting for appointments	Due to shortage of doctor's ,increased patient demand and extra patients catered for urgent needs on the day IT is prolonging the wait times to see doctor when attending appointment in our clinic.	Keep advertising and looking to appoint new doctors We extended our clinic times to cater for the demand Booking through our online HotDoc portal on our website will give more information on waiting time on the day, also has lots of other benefits.
After hours care, Home visits	Bridges after hours kanwal -43947333 Home visits are offered - fees apply	Practice website updated Posters in waiting room area Practice brochures reception area
Practice Fees information, bulk-billing options	Updated practice fees information on our website Due to low medicare rebates our practice would not be able to bulkbill patients.	Website updated with information and our policies We will keep reviewing our fee structure regularly to see what we can do to help the community

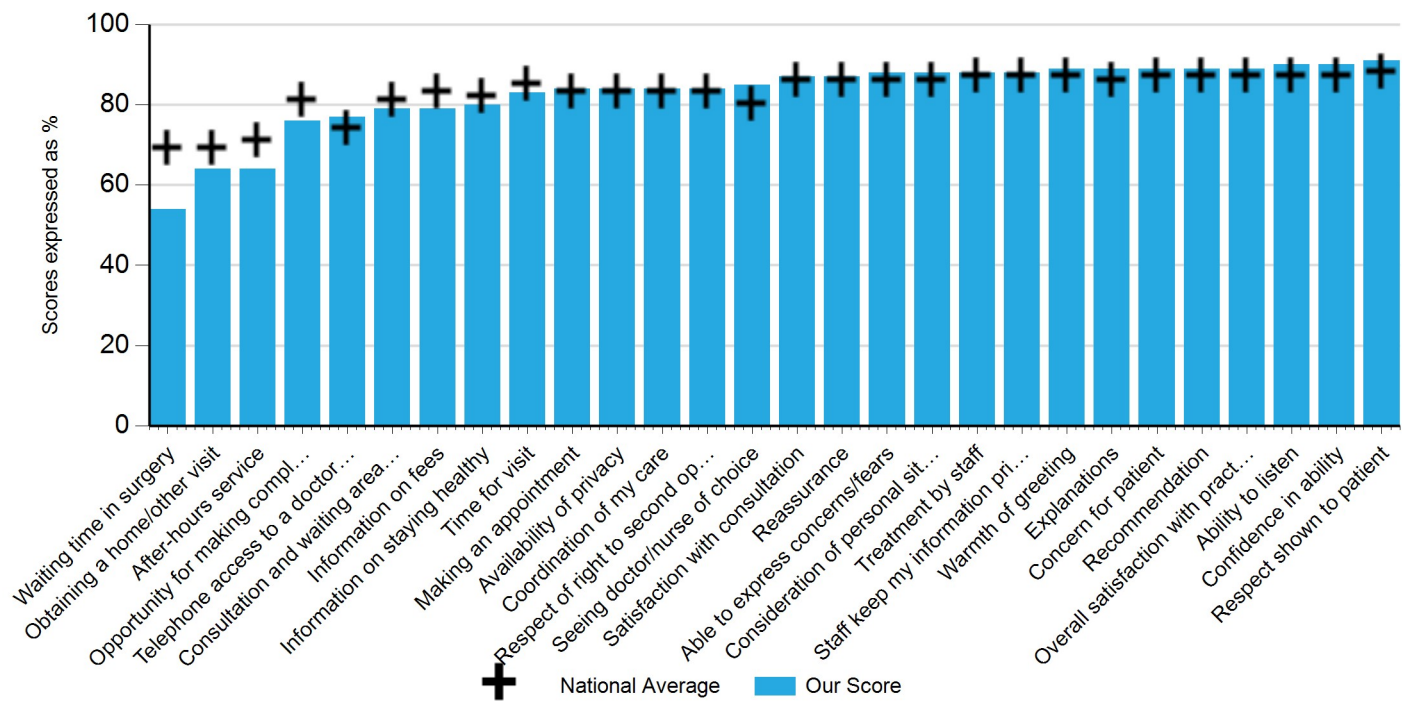
Heal Medical Centre

Striving towards
excellence!



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

Overall scores



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

Here are the results of our recent survey (This Survey was completed by 80 patients in March 2025)

