

CHANGES IMPLEMENTED POST SURVEY September 2023

Dear Patients,

Thank you for participating in the PATIENT SURVEY that we recently conducted to collect feedback from our patients.

We would like to tell you about some of the changes we are going to make as a direct result of the feedback we received from you and other patients.

The following changes will be made at the practice:

As of January 2024, the practice will:

- Have Female GP available everyday to provide ongoing Medical Care specializing in WOMEN'S HEALTH
- Or GPs will be able to provide E-scripts, send medical Certificates via email directly from the software post consult.
- In Jan 2024, we will be aiming to have more admin staff so that long delays on the phone can be managed efficiently.

Thank you again for your time and valuable contribution.

Please call us on 0384020400 if you have any questions about the feedback or the changes we are making.

We look forward to continuing to provide you with quality healthcare.

Yours faithfully,

The GPs and staff members at Epping Family Medical And Specialist Centre