



# Certificate of Completion

This is to certify that

**Sydney Medical Service Co-Op Ltd**

68 Anderson Avenue  
Panania NSW 2213

has completed the

**Patient Feedback Survey**

19 September 2023

Conducted by **CFEP Surveys**



Adj Assoc Prof Tina Janamian  
Chief Executive Officer

# We listened to your feedback

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

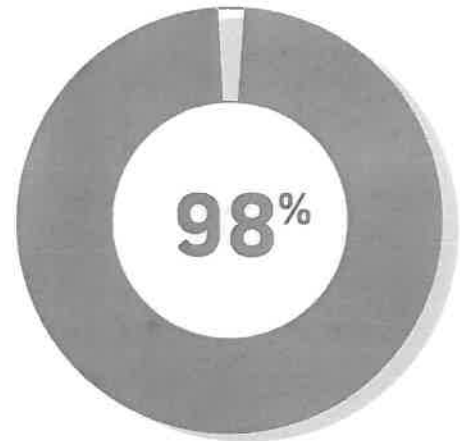
At Sydney Medical Service Co-Op Ltd we carried out a patient survey (the Practice Accreditation and Improvement Survey) and asked for your honest opinions on the service we provide. We listened to your concerns and have taken the following actions in order to make improvements to patient care where you feel it would be most useful:

What you told us	Changes we're making
<b>1.</b> Female to Male opportunities to see both in your area	Roster rotation for male and female doctors in areas
<b>2.</b> Doctors arrival time	Text message updates to patient to be maintained
<b>3.</b> Information on staying health	As we are not the regular doctor of the patient we have advised the GP practices of patient's interest on information in staying health
<b>4.</b> Making an appointment	A new APP has been launched for private and residential aged care facilities as well as online via our website

# Sydney Medical Service Co-Op Ltd

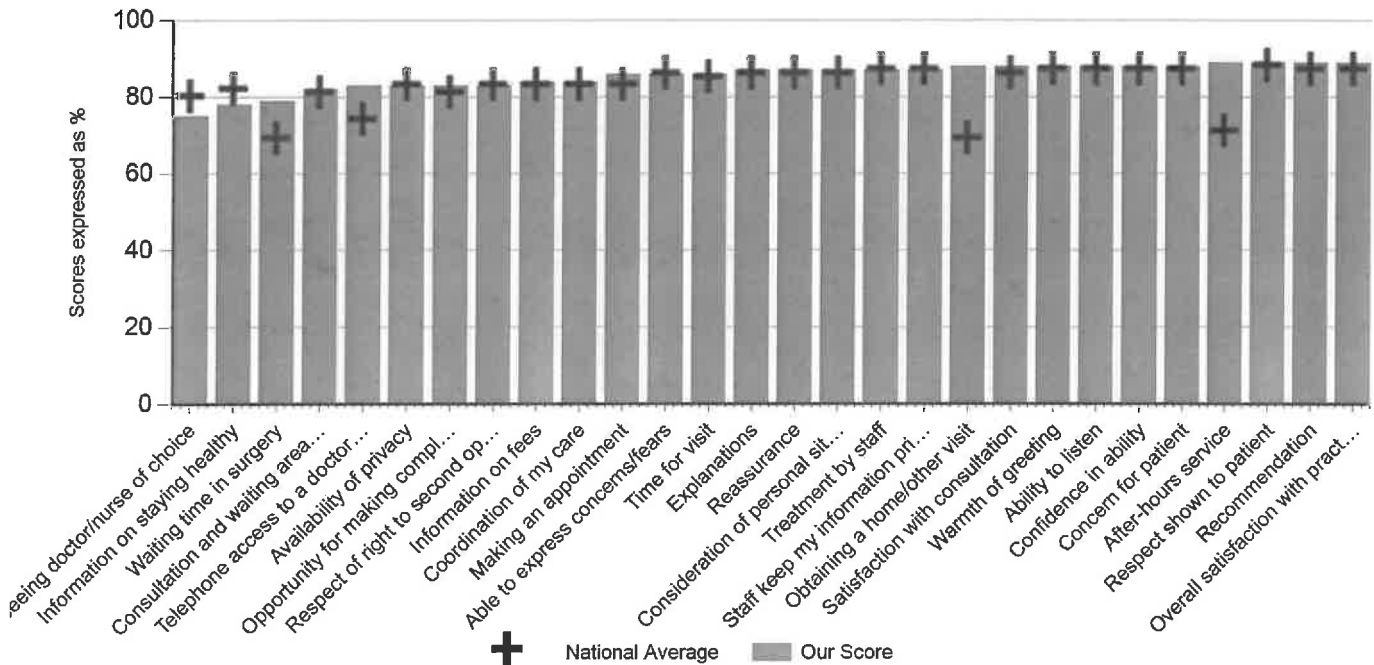
Here are the results of our recent

## PATIENT FEEDBACK SURVEY



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**



This Survey was completed by 309 patients in June 2023