

January 2023

Thank you for participating in the questionnaire we recently conducted in order to collect feedback from our patients.

The team here at Adelaide Mums and Babies clinic prides on delivering the best possible outcomes for our patients' experience and your feedback is welcome at any time.

We have now completed our analysis of the feedback and would like to share some of the outcomes with you.

You told us that:	This is what we are doing	Desired outcome
You would like the option to book an appointment on the weekends and/or evenings.	Opening one Saturday morning a month with the goal to increase our Saturday appointment with demand.	More flexibility for appointments outside of normal working hours ,creating convenience for our patients.
You would like to receive appointment reminders	We introduced HotDocs in October 2022 for all appointment reminders, including classes and parents groups. Reminders are sent 26 hours in advance.	A smoother and more convenient experience for our patients. Patients can keep track of their appointments booked with us through the HotDocs app & sms reminders. The hotdocs app allows patients to check their appointment anytime.
You would like the convenience of online bookings	We introduced HotDocs in October 2022 for patients to be able to book online anytime, anywhere.	Patients having the convenience of booking an appointment anytime, and to see their Doctors availability.
You would like so see some kids toys or play area	Staff kindly donated plastic toys (easy to clean) for children to play with in our waiting areas.	Children have an area where they are happy and occupied while they are waiting.

Thank you again for your valuable contribution. Please call us on 08 8166 4381 if you have any questions regarding the feedback. We look forward to continuing to provide you with quality healthcare.

Yours faithfully,
The GPs and staff members at Adelaide Mums & Babies Clinic