

Anonymous Patient Feedback Survey Results

Ashford – August 2025

Thank you for taking the time to participate in the anonymous feedback questionnaire. At Adelaide Mums and Babies clinic, we are dedicated to providing the highest quality care and ensuring a positive experience for all our patients. Your insights are invaluable to us, and we always welcome your feedback. We've now finished reviewing the responses, and we'd like to share some key findings and outcomes with you.

Survey overall results

Access and availability: Making an appointment and getting into the clinic	87.74 %
Interpersonal skills of reception staff	95.08 %
Interpersonal skills of clinicians	96.51%
Communication skills of clinicians	97.16 %
Information provided by clinicians	95.06 %
Privacy and confidentiality	97.33 %
Continuity of care	97.86 %
Experience of the last year	84.40 %

You told us that	This is what we are doing	Desired outcome
Sometimes challenging to see preferred GP but all Gps I have seen via AMBC are great	The majority of our GPs work part time. We offer an appointment with the preferred GP, however if the appointment is of a more urgent nature, we offer an appointment with other gps in the clinic.	Patients are seen by their preferred doctor, or another GP if their preferred is not available.
Sometimes challenging to get an appointment when it's more urgent but overall i have been happy with accessing the clinic	We have been recruiting more doctors to be able to provide more appointments.	Patients are able to access care when needed.
Not too much of a problem with enough notice but most of the time the wait is fine there was only one appointment when I waited a while.	Our team does their best to monitor the appointment list and call patients anytime a doctor is running more than 15 minutes late and continue to update the patient. There are cases where it is unavoidable	To have little waiting times for appointments and to keep patients informed if there is.
Parking can be hard with a small car park	Parking is limited onsite. We have been allocated 7 parks + 1 disabled park.	Parking is available onsite or on the surrounding streets.
I Felt very comfortable and validated	Continue to provide high quality, evidence	This is our desired outcome for our

when sharing my concerns	based care to our patients.	clinic.
The healthcare and admin staff are incredibly aware of delicate situations and make coming to the practice a warm and safe situation. Their service is exceptional	Continue to provide high quality, evidence based care to our patients.	This is our desired outcome for our clinic.

Thank you once again for your valuable feedback. If you have any questions, would like further information or have further feedback you would like to provide. Please don't hesitate to contact us at 08 8166 4381 (select option 2).

We look forward to continuing to deliver high quality care to you and your family.

Kind regards

The team at Adelaide Mums and Babies Clinic