

Anonymous Patient Feedback Survey Results

Rose Park – 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 | 83.97 % |
| Interpersonal skills of reception staff | 94.71 % |
| Interpersonal skills of clinicians | 96.55 % |
| Communication skills of clinicians | 95.15 % |
| Information provided by clinicians | 95.57 % |
| Privacy and confidentiality | 96.14 % |
| Continuity of care | 94.86 % |
| Experience of the last year | 84.54 % |

| You told us that | This is what we are doing | Desired outcome |
|---|---|---|
| Hard to get in for lactation consulting, which is usually time sensitive. | Dr Andrew is ceasing consulting at the Mt Barker medical clinic to increase her consulting at Rose Park. Appointments are held for lactation appointment + an emergency reserved slot to be used the day prior or on the day for urgent cases | More available appointments for regular patients. Increased availability for lactation consults. |
| It can be hard to get an urgent appointment, however I feel this has improved over the last few months. | Increased the consulting hours. We started looking for a second location / branch as we have outgrown 3 consults rooms at Rose Park. Having a second location will increase accessibility to our services | We opened a second location / branch so our doctors could provide more availability for our patient needs and requests. |
| Parking is generally challenging. | We have contacted the council regarding parking spots, suggesting having diagonal lined parking to increase | This is sitting with the council. Unfortunately, there isn't much we can do in terms of parking. On days where there |

| | | |
|--|--|--|
| | parking spaces. | are parking restrictions due to events or roadworks all patients attending on the day are notified prior to their arrival. |
| Being able to contact a clinician by email would be useful. It has not been offered in the past | Preferred contact method is by phone, so the admin team can triage the calls and urgency. Messages are forwarded to the GP. | |
| Couldn't get in when I called last for an urgent pregnancy appt. Went elsewhere. | Increased available appointments, and held/ reserved urgent appointments that become available on the day. If we are unable to provide an appointment for an urgent appointment, patients are directed to multiple other services outside of our clinic. | To increase our consulting hours and hold more spots for patients needing to be seen on the day. |
| Past 2 visits have had to wait as Dr running behind, but I know they are providing support for parents so it doesn't bother me too much. | We notify patients anytime a doctor is running more than 15 minutes late. Patients are kept up to date on waiting times. | Patients are given up to date information for their convenience. |
| Repeating details at the reception counter each visit. | This is a mandatory requirement for all accredited clinics. Patients are offered a different method of confirming detail ie, drivers licence, write it on a piece of paper. | We appropriately identify each patient presenting for an appointment. |
| A little confusing which computer / staff for AMBC (rose park) ? floor stickers would make much easier for sleep deprived, distracted and toddler mums | We are co-located with 2 other entities. Large business logos have been printed and stuck to the back of the computer at eye level to identify the staff members behind the front desk. | Patients know which desk they can present to or ask questions. |
| Staff always phone if the doctor is running late. Communication is great | Continue to provide high quality, evidence based care to our patients. | This is our desired outcome for our clinic. |
| First time really feeling understood! | Continue to provide high quality, evidence based care to our patients. | This is our desired outcome for our clinic. |
| Love the reception staff | Continue to provide high quality, evidence based care to our patients. | This is our desired outcome for our clinic. |
| Staff on the phone and in person are always lovely and helpful. They never appear stressed, always calm and friendly. | Continue to provide high quality, evidence based care to our patients. | This is our desired outcome for our clinic. |
| No judgement, personalised / family centered care | Continue to provide high quality, evidence based care to our patients. | This is our desired outcome for our clinic. |
| Being able to book online is great! | Continue to provide high quality, evidence based care to our patients. | This is our desired outcome for our clinic. |

| | | |
|---|--|---|
| Both nursing staff and doctor have been absolutely lovely to communicate with | Continue to provide high quality, evidence based care to our patients. | This is our desired outcome for our clinic. |
| Administration staff have always been helpful in terms of booking routine appointments, but also accommodating more urgent review | Continue to provide high quality, evidence based care to our patients. | This is our desired outcome for our clinic. |
| Staff always take time to listen & I never feel rushed. | 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