**Kincaid Medical & Dental Centre**

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MBBCH,AMC1,FRACGP MBBCH,AMC,FRACGP BDS,ADC (**Dentist**)

Provider No. 229919DL Provider No. 2505903A

Dear valued patients at Kincaid Medical and Dental

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

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

Overall, we found that:

* most of our patients are happy with the level of healthcare they receive at our practice
* most of our patients are happy with the service they receive from our administration staff
* there are several ways we can improve the level of healthcare service we provide
* We are very pleased to report that most patients rated the following aspects of our practice as ‘good’, ‘very good’ or ‘excellent’.
* Comments were received such as-
  + Amazing service, always. Thank you
  + Keep up their current work ethic and service provision. Remain patient-centred.
  + Overall, excellent service. Always feel welcome and confident in coming to practice. Lovely staff all round
  + The scan was very professional with genuine, kind patient care. I was not rushed, the outcome and next steps were explained with clarity, taking time to respond to questions.

The feedback also indicated areas that we can improve, including:

• Our waiting times in the practice.

• Telephone access to a doctor/nurse

As a result of the feedback collected from our patients, we are planning to make some changes to improve the services and care we provide. We will give you more information about these changes when we have finished our planning so you can see how your feedback is helping us improve.

Thank you again for your valuable contribution. Please call us on 0269710811 if you have any questions regarding the feedback or discuss with us at your visit.

We look forward to continuing to provide you with quality healthcare. Yours faithfully, The GPs and staff members at Kincaid Medical and Dental Centre.