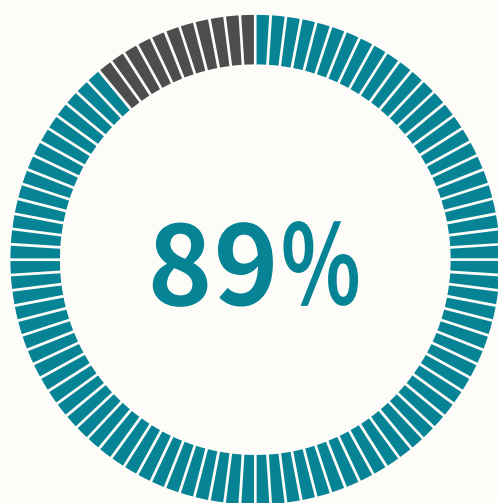


# CMC Newsletter

## What's In This Month's Issue:

- CMC Patient Survey
- Practitioner Updates
- Practice public holiday hours
- CMC Clinics (COVID/Flu)

## CMC Patient Survey



of all patient ratings  
about the CMC were

**good, very  
good or  
excellent**

On behalf of the CMC , I would like to express our thanks to our patients who participated in the recent Patient Satisfaction Survey. Your valuable feedback has been instrumental in helping us identify areas where we could improve our services.

We are committed to providing you with the highest quality care, and your feedback is important to us. Your responses will help us to understand your needs better and tailor our services to meet them.

Once again, thank you very much for your contribution to our survey. We appreciate your time and effort in completing the questionnaire. Please do not hesitate to reach out to us if you have any questions or concerns via email - [feedback@conmed.com.au](mailto:feedback@conmed.com.au).

*Dr Lynton  
Hudson*

# Your Feedback Survey Top 4

## CHANCES OF SEEING CLINICIAN OF MY CHOICE

The current state of general practitioner (GP) shortage in Australia is a concerning issue. According to recent statistics, only around 14% of medical graduates are choosing general practice as their speciality, which is a significant decrease from around 55% a few years ago. As a result, there is a notable shortage of GPs across the country, with many rural and remote areas experiencing the most significant shortfall. This shortage has led to longer waiting times and limited access to healthcare for many Australians, especially those living in under-served communities.

To address this issue, the Australian Government has implemented several initiatives to encourage medical graduates to pursue general practice as a speciality.

These initiatives include financial incentives, scholarships for rural medical students, and funding for GP training programmes. The Government has also introduced several policies aiming to improve the conditions and experience for GPs including streamlining the accreditation process, enhancing support for GP wellbeing, and improving the use of digital health technologies.

Despite these initiatives, the shortage of GPs remains a significant issue. The COVID-19 pandemic has further highlighted the importance of having an adequate number of GPs to provide primary care and support to our community. As such, it is crucial for the government and other stakeholders to continue to work together to address the issue and ensure that we all have access to quality primary medical care.

### WHAT CAN YOU DO TO HELP?

- Welcome our new General Practitioners to our community.
- Invite them to join your local club/interest group.
- Share your local knowledge about our 'hidden gems' and encourage them to settle in our region.

## LENGTH OF TIME WAITING TO SEE THE DOCTOR/NURSE

Here at the CMC, Practitioner and Nurses schedules are planned ahead of time, but emergencies and unforeseen situations can happen, which can disrupt schedules.

Sometimes a medical emergency can arise, which needs urgent attention and our healthcare staff have to prioritise critical cases. Additionally, some patients may need more time than initially planned due to complex medical needs, extensive medical histories, or multiple health concerns. These situations can lead to longer waiting times, and the team may need to reorganise schedules, causing delays for other patients.

However, we will always strive to provide the best possible care for all CMC patients and apologise if there are any long waiting times.

### WHAT WE ARE DOING TO HELP?

**CMC is investing in technology to assist with decreasing wait times, such as Better Consult (a pre appointment on-line questionnaire) to assist you and your General Practitioner and reduce wait times.**

### WHAT CAN YOU DO TO HELP?

- Arrive on time
- Cancel your appointment providing more than 3 hours notice, if you do not need to see Dr.
- Book a long appointment if you need to discuss more than 2 issues.
- Keep appointment with patient booked (don't try and 'squeeze' in another family member).
- Take responsibility for regular medications and book in for repeat scripts with enough time before they expire.
- Make use of AMS Connect/on-line booking systems.

# Your Survey Top 4

## OBTAINING A HOME/OTHER VISIT

The latest data available for home visits by general practice clinics in Australia is from the Australian Bureau of Statistics ABS report from 2023 - 2021.

According to the report, approximately 3% of the Australian population received home visits from General Practitioners in 2020 - 2021. This percentage had remained relatively constant over the past few years.

However, it is essential to note that due to the COVID-19 pandemic, there has been an increase in telehealth consultations and reduced-in person appointments.

This change in healthcare delivery may have affected the frequency of home visit provided by general practice clinics. The implementation of new policies and practises during this time may have also contributed to any changes in both the national and local average of home visits provided by general practice clinics.

In-clinic consultations offer a safe and controlled environment that follows standard health protocols, ensuring hygiene and sanitation and minimizing the risk of infection or transmission of infectious diseases. This is especially crucial given the communicable nature of some illnesses, especially in a time of pandemic, where health risks need to be minimized. In-clinic general practice consultations continue to be an essential part of our healthcare system by providing safety standards, higher quality of care, a controlled environment for medical assessment in addition to direct patient education and support.

### WHAT ARE WE DOING TO HELP?

- Investing in technology, systems and support to ensure flexible access to different types of appointments such as telehealth (video) and telephone appointments.
- Home visits are available in certain situations, and need to be discussed with the Doctor prior to booking.

## OPPORTUNITY OF SPEAKING WITH A CLINICIAN ON THE TELEPHONE WHEN NECESSARY

According to recent research, telephone appointments with General Practitioners (GPs) have become more prevalent since the COVID-19 pandemic in Australia. These appointments have several positive benefits for both patients and healthcare providers.

Telephone appointments can improve access to healthcare for patients. Patients who live in remote areas or have difficulty attending appointments in person can now receive care more readily. Patients may also find that telephone appointments are more convenient, as they can be conducted at a time that suits them, without the need for travel and time off work.

Telephone appointments can also improve efficiency in healthcare delivery. GPs may be able to reach more patients in a day by conducting appointments by phone, which can reduce waiting times and backlogs.

The on-site General Practitioners at the CMC provide opportunities for patients to speak with their GP.

This is best managed through a formally booked telephone appointment, which can easily be arranged through our Reception team.

### WHAT ARE WE DOING TO HELP?

- Improving our internal message system, to ensure messages taken for CMC on-site General Practitioners are clear, concise and communicated effectively to ensure positive outcomes for CMC patients.
- Improving access to book either on-line or through the AMS Connect App for telephone appointments at the CMC.

*"Shorter telephone wait time.  
See patients closer to the  
appointment time.  
Sometimes have to wait  
one hour."*

*"Waiting times could  
be estimated  
accurately."*

**"I AM A LONG TERM  
PATIENT. THIS  
PRACTICE IS  
EXCELLENT."**

# YOUR FEEDBACK

**"Service is excellent but  
the number of days wait  
to an available  
appointment is quite a  
bit. This is however, not  
easily solved."**

**"Would be good to be  
able to see a regular  
doctor for certain  
things instead of them  
changing all the time."**



## CLINIC UPDATES

### COVID-19

It is recommended that all patients over 18 years of age who have not had COVID or a COVID booster shot in the last 6 months, should have one. The Pfizer bivalent vaccine is preferred however Novavax can be used if you have had a reaction to Pfizer or Moderna in the past. Clinics now open each Tuesday and Thursday afternoon.

### Influenza

Government funded Flu Clinics for 65+ and other vulnerable groups are now open Mon - Fri commencing at 7am. Bookings can be made on-line through the AMS Connect Mobile App. Private vaccinations are now available at a cost of \$22.

## PUBLIC HOLIDAYS

**ANZAC Day**  
25th April - CLOSED  
**Labour Day**  
1st May - CLOSED

If you have a medical emergency,  
please proceed directly to the  
Warwick Hospital, Locke Street,  
Warwick