

Patient Feedback Report

Queensland Healthcare Pty Ltd

Review Period: 09/02/2026 - 09/02/2026

Survey Summary

Total Responses: 0

Positive Feedback: 0%

Responses (Last 30 Days): 0

Open Actions: 0

What We Do Well

1. Respect and Care

From the feedback it is clear that respect concern of patients when Dr Ash visits. It is further clear that patients and family can tell Dr Ash genuinely cares for them. This is really positive. It is evident in higher score for Warmth of greeting, concern for patient and respect shown to patient indicators in the survey.

2. Clinical Skills

Feedback also suggested that patients and families trust and acknowledge you have a high quality of skill and expertise around their needs. This is evident in the overall satisfaction, the recommendation satisfaction with consultations.

3. Time Spent with Patients

The survey data also suggested that Dr Ash takes time with patients when he visit them, he doesn't rush, this is positive and a good strength given some pressure to just be quick.

Areas for Improvement

1. Access to Telehealth

Our plan: The biggest feedback indicator where there is a gap is around access to telehealth. The practice will look at offering for 30 mins at a certain time of the day if a patient wants to speak directly the nursing home can call you on their behalf. However, this doesn't guarantee they will talk to Dr Ash every time.

2. Information Around Fees

Our plan: This is possible more information about allied health, specialists and informed financial consent around referrals to these services. As QLD Healthcare is a bulk billing only clinic. One change we will do is when we onboard new patients, we will be clear in communication around bulk billing with our service, but some referral services will have fees such as audiologist, iron infusion NPs but these are other providers.

3. After-Hours Services

Our plan: The survey showed this area was a lower score, this could be indicated satisfaction with the after-hours providers 13Sick and Hello Home Doctors. QLD Healthcare is partnering with GAPC-N are looking at creating after hours with consistency in providers this may help address this need.