

# Grantham Street General Practice

69 Grantham Street West Brunswick 3055  
Tel +61 3 9380 1384 Fax +61 3 9380 9374  
Email [admin@gsgp.com.au](mailto:admin@gsgp.com.au) Argus 516448@argus.net.au  
Online Appointments at [www.gsgp.com.au](http://www.gsgp.com.au)

**Dr John Stanton**  
**Dr Li-Hsia Neoh**  
**Dr Debra Wilson**  
**Dr Ohnmar John**  
**A/Prof Raymond Martyres**

**Dr Katrina Dowey**  
**Dr Kapil Maharaj**  
**Dr Yolanda Hannigan**  
**Dr Yanyan Wu**  
**Dr Nicholas Ross**

**Samantha Lawrence** Office Manager  
**Caroline Woolmer** Practice Nurse  
**Laura McCorkell** Practice Nurse  
**Rebecca Watchorn** Diabetes Educator

**Dr Jenny Lloyd** Psychologist  
**Ian Lomas** Physiotherapist



## Re: Recent Practice Accreditation Survey

We would like to thank those patients who recently completed a survey for our practice re-accreditation process.

We received very positive feedback and we thank you for your support.

- **Service provided by all practice staff**
- **Updates during COVID**
- **Text and email communication**

We did receive notification as to areas we need improvement, including.

- **waiting times**
- **comfort of waiting room (chairs)**
- **after hours service**
- **online appointments**

We discussed the feedback we received with a focus on the areas that we need to improve.

Reception staff are to advise if the doctor you are seeing is running behind. If they are able, they will call or send a text to advise of an expected delay, patients can then decide if they would like to reschedule or attend later, if possible. We also recommend that patients contact the practice before attending an appointment to see if there are any delays.

We have updated the chairs in the waiting room and have received feedback that they are stylish and comfortable. We have added a portable air filtration system to reduce the risk of the transmission of COVID as well as some plants to purify the air and provide a calming environment.

An information sheet is available at reception and in the waiting room which provides further information on our after-hours service, we also have further information on our website [www.gsgp.com.au](http://www.gsgp.com.au).

We have forwarded issues raised by patients to Appointuit as they occur, they promptly follow up and resolve. We recommend you email [admin@gsgp.com.au](mailto:admin@gsgp.com.au) with any issues you experience so they can be addressed, downloading the Appointuit app can assist with easier use. We may look at other options, we will keep you updated if there are any changes.

**Once again, thank you for your feedback.**