

Criterion 2.1.2 Patient feedback

Our practice provides opportunities for, and responds to, patient feedback.

Indicators

- ⌘ A. Our practice has a process for receiving and responding to feedback and complaints from patients and other people (document review).
- ⌘ B. Our GP(s) and staff can describe the processes for receiving and responding to feedback and complaints from patients and other people (interview).
- ⌘ C. Our practice makes contact information for the state/territory health complaints agency readily available to patients on request (interview, document review).
- ⌘ D. Our practice has used patient feedback to establish whether patients of our practice are confident that any feedback and complaints they make to our practice would be handled appropriately (patient feedback).
- ⌘ E. Our practice can describe an improvement we have made in response to patient feedback or complaints (interview).