

Certificate of Achievement

This is to certify that

Wyee Medical Centre

has successfully completed the 2026 Patient Feedback component of its RACGP accreditation process.



This achievement shows commitment and dedication in providing high quality, safe and effective patient care to standards of excellence determined by the general practice profession.



Insync- Voice of the Patient Wyee Medical Centre

Results of Survey – advised 2nd March 2026

How likely are you to recommend this Practice to your family and friends?

Result – 71%

Performance across Six domains

Item	Wyee Medical	GP average
Interpersonal skills of clinical staff	97%	92%
Privacy & Confidentiality	96%	91%
Communication & Interpersonal skill of admin staff	95%	88%
Continuity of care	95%	88%
Provision of Information	93%	87%
Access & Availability	73%	78%

Lowest Performing Items

Item	Wyee Medical	GP average
My appointment started on time	58%	72%
Speed of getting an appt when I need one	69%	76%
Ease to get an appt time that suited me	75%	79%

Highest Performing Item

Item	W.M.C.	GP average
The clinic was clean	99%	93%
Reception staff assisted me	97%	91%
They respected me	97%	93%
They showed me care & compassion	97%	92%
They listened to me	96%	92%
They work well together	96%	88%
My privacy and confidentiality were supported by the clinic's physical setup	96%	91%
There are measures in place to protect my privacy	95%	90%
My questions were answered well	95%	90%
I was able to make informed choices about my health	95%	89%

Suggestions from Feedback for Improvement

My appointment started on time:

Contact patients ahead of appt time if there is a particularly long wait time.

Provide estimated wait time to patients on arrival

Consider a procedure to explain delays to patients.

Speed of getting an appointment when I need one:

Keep a few more Urgent on the Day appointments

Communicate processes for handling urgent requests from patients

Easy to get an appointment time that suited me:

**Publish the appointment calendar on line so patients can see what is available –
We are currently in the process of introducing Automated Direct Booking system**

Patients are placed on a waitlist and are advised if there is a cancellation.