

LEAVING FEEDBACK

If you have a complaint or any other feedback (whether positive or negative, or a suggestion for improvements), we would appreciate hearing from you.

To lodge a complaint or give feedback, you can:

- write to us at:

Practice Manager
G09 2-4 Aberdour Avenue, Rouse Hill, NSW 2155

- telephone us on 02 9128 3456 and ask to speak to the Practice Manager or
- email us at info@nwhmc.com.au (please refer to our Email Policy).

COMPLAINTS

Northwest Health Medical Centre takes complaints seriously. Upon receipt of a complaint, we will examine the complaint and investigate internal procedures.

We will endeavour to respond to your complaint within 30 days of submission. We may need you to provide more details about the complaint in order to be able to respond properly.

If you are not satisfied with our response to your complaint, you can contact the Health Complaint Commissioner.

Health Care Complaint Commissioner

Telephone: [1800 043 159](tel:1800043159)

Web: <https://www.hccc.nsw.gov.au/contact-us>

Members of the public may make a notification to the Australian Health Practitioner Regulation Agency (AHPRA) about the conduct, health or performance of a practitioner or the health of a student.

Australian Health Practitioner Regulation Agency (AHPRA)

Telephone: 1300 419 495

Web: www.ahpra.gov.au

Refer to our Privacy Policy regarding complaints relating to a privacy matter.

PATIENT FEEDBACK QUESTIONNAIRE: 2025

In the month of May 2025, we collected feedback from our patients via a questionnaire. We asked respondents to evaluate their experiences with our practice. We are so thankful for all your honest feedbacks and we tried to improve ourselves.

We listened to you and we are improving patient care

At Northwest Health Medical Centre, we carried out a patient survey (the Practice Accreditation and Improvement Survey) and asked for your honest opinions on the service we provide. We listened to your concerns and have taken the following actions in order to make improvements to patient care where you feel it would be most useful:

What you told us	What we have done
<p>1. Some patients are waiting longer than expected for their appointment.</p>	<ul style="list-style-type: none"> • We spaced out the appointments and gave scheduled appointments priority before walk-ins. To reduce waiting times, we let booked in patients know if there was an emergency and how long the delays are prior to their appointment.
<p>2. Improving After-Hours Access, it's sometimes unclear how to get care after hours.</p>	<ul style="list-style-type: none"> • Providing clear after-hours contact numbers and instructions. • Offering telehealth or on-call services when possible. • Sharing this information on our website, and in the clinic
<p>3. Patients would like more comfort, privacy, and amenities</p>	<ul style="list-style-type: none"> • Ensuring comfortable seating, good lighting, and a calm environment. • Providing privacy for sensitive discussions. • Keeping waiting and consultation areas clean and welcoming.

PATIENT FEEDBACK QUESTIONNAIRE: July 2025

We are collected feedback from our patients via a questionnaire, with patients asked to evaluate their experiences with our practice based on their recent consultation.

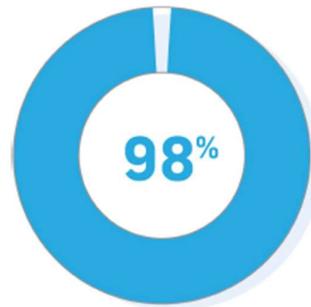
We appreciate your honest feedback, which helped us enhance the continuity of care at our practice.

Northwest Health Medical Centre - Rouse Hill

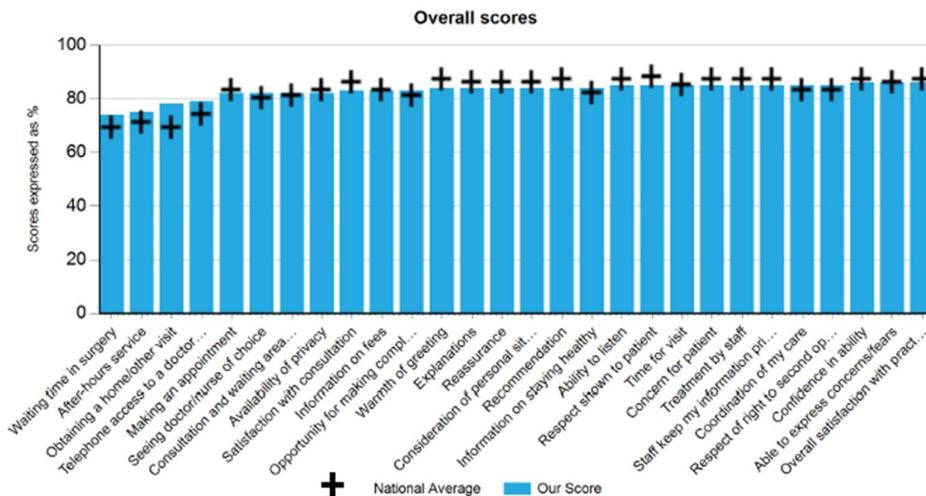
Here are the results of our recent

PATIENT FEEDBACK SURVEY

*Striving towards
excellence!*



of all patient ratings
about this practice were
good, very good or excellent



The results of this survey will help us to provide the **best possible service to you**



This Survey was completed by 121 patients in July 2025

LIKE US ON FACEBOOK

We regularly post updates about our Practice on our Facebook page, along with health tips and other useful information.

Click below to like us on Facebook and stay updated.

<https://www.facebook.com/northwesthealthmedicalcentre>

LEAVE A GOOGLE REVIEW

Jump into Google and search for our Northwest Health Medical Centre to leave a review and your experience with us.