



2025 / 2026

We listened to your feedback

As a result, we're taking active steps to better your patient experience

At Yarrawonga Denis Medical Group we carried out a patient survey (the Practice Accreditation and Improvement Survey) in 2025 and asked for your honest opinions on the service we provide. It was encouraging to see some lovely compliments along with suggestions. We also received feedback from you about your concerns. 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:

Encouraging Feedback
"No improvement required in all my experiences at this clinic. Staff personally and on the phone always a pleasure to deal with".
"Always given the best care and assistance from my doctor. They are highly recommended".
"When booking in advance doctor / appointment time is excellent".
"No suggestions to offer. Very happy with service".
"Honestly, they are the best doctor, nurse, and receptionist. The only negative thing I have to say is at times getting an appointment for sick kids can be very hard. Otherwise, no complaints".
"I personally think the clinician and practice staff don't need to improve. Perfect how is".
"There isn't much more the practice can do to improve. But the government need to get more doctors into regional so that the waiting time to get an appointment isn't up to two to three weeks".
Our overall rating following the survey – 95% of all patient ratings about this practice were Good, Very Good or Excellent.

Your Concerns	
What you told us	Changes we're making
<p>Overall the survey showed a 95% satisfaction rating from our patients for the clinic – this was over the range of 28 questions.</p> <p>The survey results show that the main concerns for our patients are:</p> <ul style="list-style-type: none"> - Need more Doctors - Waiting times to get an appointment are too long - Seeing regular doctor / doctor of choice <p>Unfortunately it is also a common concern for patients at the majority of general practice clinics across rural and regional Australia and there are some specific reasons this happens:</p> <ul style="list-style-type: none"> - Rural/Remote practices are losing Doctors to the major regional towns and cities where work/life balance can be more easily obtained; - According to the Medical Board of Australia and AHPRA Medical Training Survey 2025 Report, only 15% of Intern respondents are intending to pursue a career in rural/regional general practice. 	<ul style="list-style-type: none"> ▪ Over the last few months YDMG have been successful in recruiting at least three new permanent Doctors to our clinic, along with one new Registered Nurse 😊 <p>This has resulted in much shorter waiting times for available appointments – as at March 2026 most patients are now able to book an appointment with a Doctor at our Clinic within one week.</p> <p>Those patients whose regular Doctor are still fully booked weeks ahead, are encouraged and guided to make appointments in advance, and we find this is very achievable for them to continue to see their usual Doctor.</p> <ul style="list-style-type: none"> ▪ Increasing our Chronic Disease Management (CDM) and Health Assessment Services through our "Health Optimisation Program". This includes employment of two Chronic Disease Management Health Professionals who in conjunction with other members of our CDM team, conduct Care Plans and Health Assessments. The program: <ul style="list-style-type: none"> • Provides timely, accessible, and coordinated care for high-risk older patients. • Reduces the need for hospital presentations and travel to regional centres. • Strengthens local primary care capacity and integration with community and allied health services. • Prioritises patients most at risk of adverse health outcomes, aligning with Murray PHN's strategic priorities for preventative care in rural communities. <p>Service delivery will occur on-site at Yarrawonga Denis Medical Group, with flexibility for telehealth follow-up appointments where appropriate, ensuring continuity of care.</p> <p>The above improvements all combine to help us have more appointments available.</p> <ul style="list-style-type: none"> ▪ We now have increased ability to conduct video and telephone consultations. ▪ YDMG have introduced short appointments, generally via phone, such as Script, Results and Referral appointments. ▪ YDMG are continually advertising for new Doctors to join our clinic. Advertising is conducted through RACGP, ACRRM, Rural Doctors Australia and our local Primary Health Network recruitment sites, along with other recruitment sites such as SEEK and social media such as Facebook and our website. YDMG will continue to advertise for new Doctors to our practice via as many methods that are available to us. ▪ YDMG will continue to participate in Junior Doctor training and teaching programs in the hope that those Medical Students, Interns and Registrars will choose to come back to, or stay at, YDMG as a qualified GP. Although our Junior Doctors do have to move on after their GP Placement, to complete the rest of their qualifications, we do find that a share of them come back to us a year or two later as a GP. ▪ YDMG are committed to providing our staff, including our GPs, with a work/life balance that is sustainable to them staying in rural practice and not suffer burn-out. When it is so difficult to get Doctors to rural areas and our numbers of Doctors is lower than is needed to meet community needs, it can result in less appointments being available - one GP can add at least 16 extra appointments per day being open.
<p>Obtaining a home or other visit</p>	<p>Under certain circumstances, home visits can be arranged through our nursing staff, such as for Palliative Care patients. Please contact our Nurses if you require further details.</p>