IMPROVING OUR SERVICES

At TVMP we are continually looking for ways to improve our service to you.

We want your feedback and will often ask for your feedback regarding specific improvements we are considering.

We have implemented an improvement policy that ensures any complaints or mishaps are reported, managed appropriately, discussed and used to improve our service.

We help build a culture of awareness and improvement by discussing events at our meetings and working on improvement as a team.

If you would like to give us your feedback please email, call or write to the Practice Manager

Some recent improvements we have made are:

- Improved our phone system
- Changed staff allocation and roles
- Engaged 3 more doctors
- Commenced more allied professionals
- Engaged a paediatrician
- Updated procedures
- Updated our pathology procedure to get the information to you more quickly
- Increased our outreach and home visit work
- Developed a practice specific triage protocol
- Implemented on-line consultations and appointment bookings

TVMP is fully accredited with Australian General Practice Accreditation Limited.