



Compliment or Concern

Contact Details

West Vic Division of General Practice is committed to:

- ◆ Providing quality care and service to our members
- ◆ Providing a satisfying work environment for staff
- ◆ Creating quality partnerships with complimentary health providers

To help us improve our service and assess whether we have met your expectations, we ask that you complete the section opposite.

Alternatively, if your concern is not able to be resolved by a member of staff and requires an immediate response, please contact me on 5352 4804.

Your assistance is appreciated and your feedback genuinely valued.

Sally Philip
Executive Officer

GP Practice Staff Member

Staff Other Stake Holders

Please indicate by ticking the appropriate box

Please document your compliment or concern below:

Date of Incident / Event: _____

Place of Incident / Event: _____

If you have a concern, what suggestions do you have for improvement?

If you wish to remain anonymous, please leave this section blank.

Mr / Mrs / Ms / Miss: _____

Address: _____

Telephone: _____

When completed, this form can be:

- ◆ Left at Reception in Ararat or Horsham offices
- ◆ Handed to a member of staff
- ◆ Sent to West Vic Division—Ararat Office
Fax: (03) 5352 5495
Mailed: PO Box 127
Ararat 3377

Thank you for taking the time to help us improve our services. The West Vic Division is committed to continuous quality improvement as reflected through our accreditation with QICSA.

All suggestions, comments and feed back is documented and actioned appropriately.

What Does the Division Do ?

The Division has two main roles:

- ◆ To represent and support local GPs.
- ◆ To undertake services aimed at improving health service delivery and the health of the local community.

Projects

- ◆ Rural GP Locum
- ◆ GP Recruitment and Retention
- ◆ Clinical Risk Management
- ◆ Health Promotion
- ◆ GP Liaison
- ◆ Falls Prevention
- ◆ After Hours Project
- ◆ Immunisation
- ◆ Accreditation & Practice Support
- ◆ National Prescribing Service
- ◆ Home Medication Review
- ◆ More Allied Health Service – Clinical Support
- ◆ Diabetes Systems Management
- ◆ Aged Care

West Vic Division of General Practice

***“Supporting General
Practice to deliver the best
care to improve the health
of our community”***

OFFICE HOURS

9.00 AM - 5.00 PM

Monday - Friday

**Out of hours messages can be left on the
answering machine .**

***Compliments
or Concerns***

***We Value Your
Feedback***