

The following feedback was received from the Survey and below please find Jolimont' s action/responses.

Item for Improvement	Patients responses	Action / Comments
Change the art work.	1 only	Many patients have commented on our Cubism art - which is related to the work we do here.
Differentiate between food and fluid fasting.	1only	Paperwork will be reviewed before next printing to assist in this differentiation.
Disposable Feet covers.	1 only	Purchased for those patients that request them.
Confusion with White diet which allows for milk and not being able to have milk in coffee or tea which are in the Clear fluids lists.	1 only	<p>The explanation at the beginning of the Preparation sheet is just a comment stating that the white diet allows food to be eaten the day prior to colonoscopy without compromising the quality of the bowel prep.</p> <p>Having clear fluids during the day is to ensure hydration is maintained and should be taken as well as other liquid consumed e.g. coffee with milk.</p> <p>After 5 pm Only clear fluids are to be taken and patients need to remember that their usual brew cannot be drunk and that all tea and coffee after 5 pm must be black.</p> <p>Instructions to be reviewed with consumers prior to next printing.</p>
Patient had headache and wanted instructions to say that Panadol could be taken.	1 Only	<p>Patients are able to have a small glass of fluid each hour after fasting from food, up until 2 hours prior to admission and Medication can be taken with this fluid.</p> <p>Paperwork to be reviewed and comment added for patients "to take usual medication "</p>

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Diet says "Day before Procedure "then count down says 2 days before.	1 Only	<p>This note on the first page is stating that the white diet allows food to be eaten the day prior to your colonoscopy as previous preparations had patients fasting from food all day.</p> <p>Page 2 has detailed instructions - 2 days before your procedure you commence the White diet and -One day before explains that you continue with the diet up until 5pm and has instruction to take the required preparation.</p>
Better sign at front door.	1 Only	As we are in a residential building and managed by a Body Corporate, a bigger signage is not possible. Patients to receive a check list prior to admission.
Difficulty finding us.	1 Only	<p>Patient was booked via specialist rooms</p> <p>All specialist rooms sent a copy of our Check list (which includes a Map), to be given to patients when they are booked in here for a procedure.</p>
Poor preparation result.	1 Only	Patient followed instructions but had a poor result. A note was placed in the patient file, to change preparation regime next visit.
Forms would be great to print directly as DocuSign.	1 Only	Discussed with Web designer. This is a format for patients to be able to sign their name electronically on the form and you download this function to own computer. It cannot be added to our form.
Privacy concerns with delivery man attending and passing admission room.	1 only	<p>We have rearranged the furniture in the admission room and patients now sit facing opposite direction and cannot be seen from corridor if door is left open prior to consultation.</p> <p>Stores are delivered to another part of the office but Oxygen deliveries are brought into facility via corridor.</p> <p>We request delivery times after patients have been discharged but this is not always possible due to lists and driver schedule.</p>