

Carew Crew Satisfaction Survey Report and

Action Plan: 12 September 2024

I understand the practice aims

11 responses

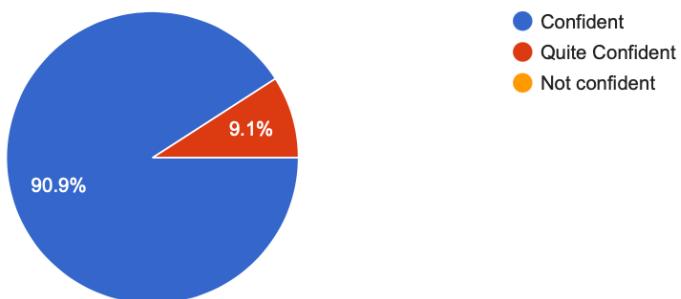
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I am treated as an individual

11 responses

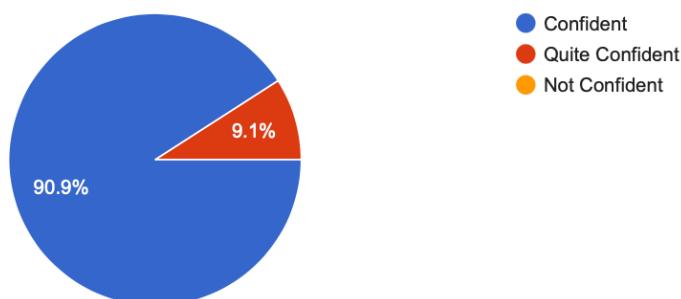
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My induction training covered all I needed to know

11 responses

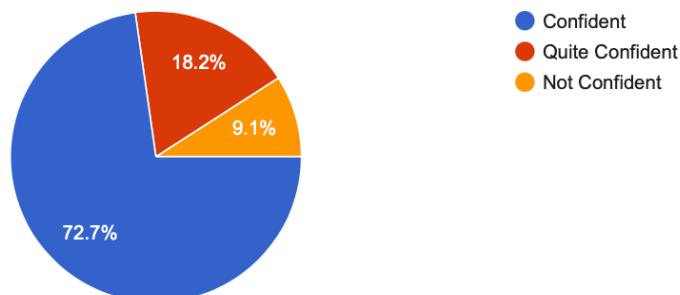
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I have regular, constructive performance appraisals

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11 responses

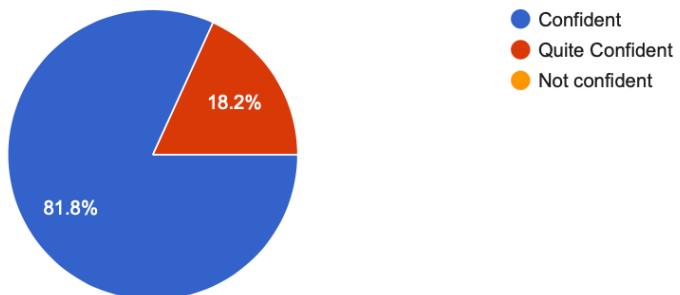


● Confident
● Quite Confident
● Not Confident

I am given all the training necessary to do my job

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11 responses

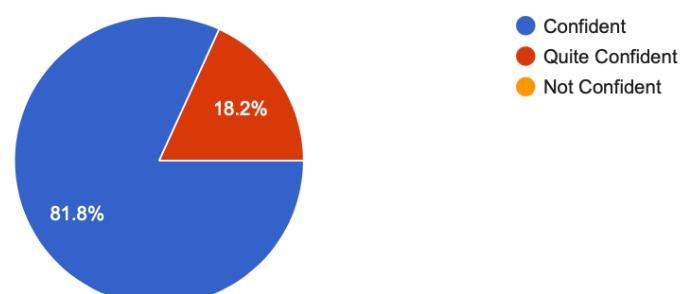


● Confident
● Quite Confident
● Not confident

My ongoing training is tailored to my individual needs

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11 responses



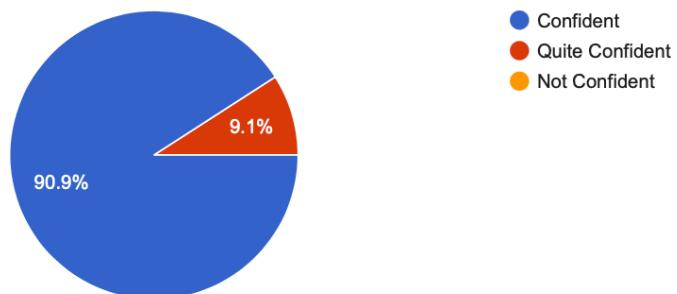
● Confident
● Quite Confident
● Not Confident



I feel safe in the practice

11 responses

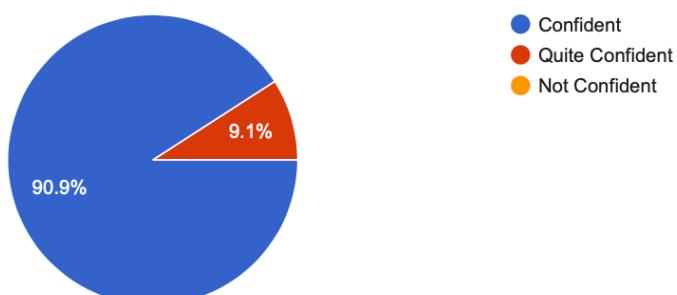
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I understand the practice safeguarding policy and know how to raise concerns about potential abuse to either patients or staff

11 responses

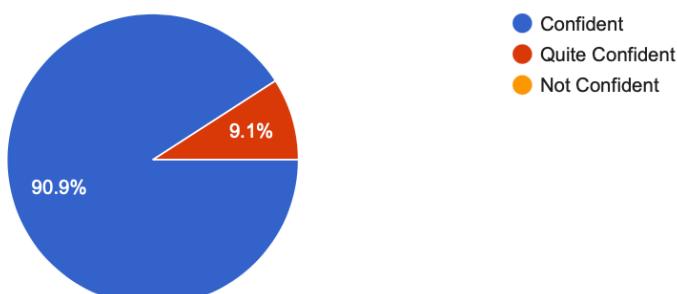
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I understand what to do in the event of an adverse or significant event occurring and the part I play in avoiding similar occurrences in the future

11 responses

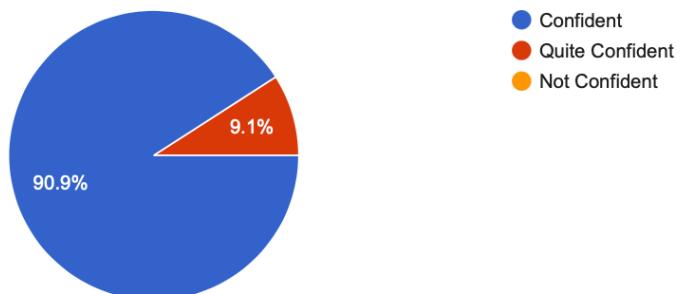
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I feel supported and understand how to raise concerns about potential misconduct

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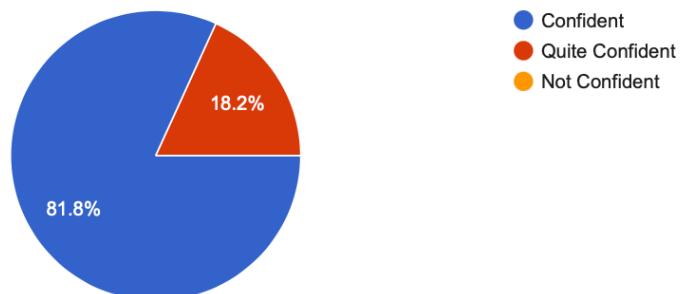
11 responses



I understand the practice discipline and grievance procedure

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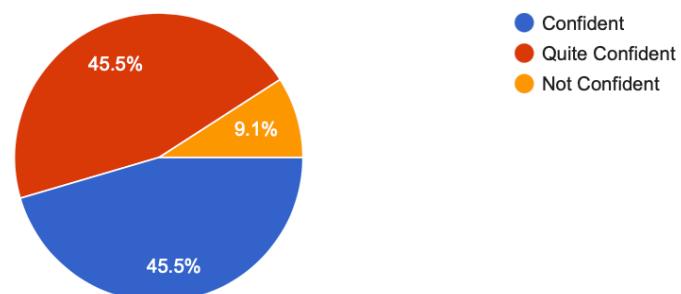
11 responses



I feel that the practice is adequately staffed at all times

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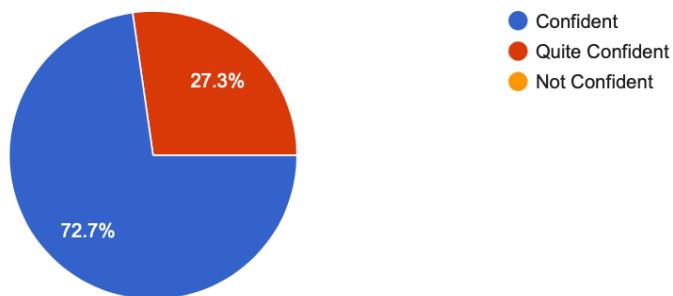
11 responses



I feel that we communicate well with each other as a team

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11 responses



Would you recommend the practice to friends or family?

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11 responses



What do you like best about the practice?

11 responses

Being able to approach management with concerns

The staff

Team spirit, feel supported appreciated & heard
Love being part of the patients journey & making a difference

The investment in learning and encouragement from management to allow us to grow as individuals and how our opinions are taken into consideration

The management team Melbourne and Joanna are amazing.

Management are very approachable and supportive - ND JC & MC. Which I believe is very rare in a work place.

Staff and patient care

The team

Very pleasant work environment, the practice is lovely and modern and the atmosphere is nice and relaxed.

Support from the team all around. First class patient journey experience and marketing.

The team spirit



What would you change about the practice if you could?

11 responses

Nothing

All digital instead of using paper

Recycling if it is at all possible

Fully digital (in progress) and organisation of the warehouse - more space for stock so it is all in one place

More snacks for long days

Treatment plans to be accurate: pricing , appointment length times and to say how much time needed in between appointments especially as every pt/case is different. This might feel like common sense to the clinicians but it isn't for non clinical staff. I feel like there is a lot of backwards and forwards to the clinical team to add prices/times etc .

If we are discussing plans with a pt and then having to get back to the pt because of errors, it makes non clinical members look incompetent especially in person with a pt in the practice.

Uniforms

Proper time allocated to complete tasks

Uniforms - I feel that the business dress before looked more professional, it also allowed us to express our own individuality and allowed us to feel more confident and comfortable at work.

Nothing. Practice has been super !

Uniform



Action Plan

Arising Actions or Comments	Completion Date	Responsible Person	Date Shared with Team
Performance appraisals: Check when due for each team member and ensure all up to date	12.10.24	ND, JC	01.10.24
Uniforms: Consult with team on uniforms	02.01.25	ND	01.10.24
Digitising systems and workflows (to include treatment planning processes, and allocation of tasks): Major overhaul of all systems and workflows	12.09.25	JC	01.10.24
Staffing: address concerns about adequate staffing (recruited multiple roles). Annual leave discussion.	01.10.24	JC	01.10.24
Improve recycling at the practice: purchase recycling bin for the kitchen. Have permission from Energy Experts to use their external recycling bin. Update Sharon	14.10.24	ND	01.10.24
Breaks and snacks: consult with team on breaks and their ability to stop to take snacks	12.11.24	ND	01.10.24

