

HotDoc's Patient Survey 2024 Top Takeaways Panel Discussion



MEET YOUR PANEL



Dr Jagdeesh Dhaliwal

General Practitioner &
Medical Director



Grace Sia

Managing Director
at SIA Medical Centre



Jen Flakemore


Practice Manager &
Director at Establish Practice

aapm

Australian Association of
Practice Management
excellence in healthcare management

AAPM Approved 2024
5 CPD Points


Tue 12th Nov
7:30pm AED

The background is an abstract composition of textures. On the left, there is a vibrant green area with a fine, pebbled texture. On the right, there are warm orange and yellow tones, also with a textured, slightly mottled appearance. A large, irregular white shape, resembling a splash or a piece of paper, is positioned in the center, overlapping the other colors. This white area contains the text.

In the spirit of reconciliation, HotDoc acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community.

We pay our respect to their elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

Before we begin -

- This session is being recorded & you will be sent a link 4-6 hours after this session has concluded with the recording & resources.
- Use the Q&A tool on your screen to submit a questions through the session & we will address at the end.
- In the “related content” you’ll find all resources referenced.
- Your CPD certificate will be accessible at the 40 minute mark, you can access via the  certificate icon on your console.
- Have a play around with the console/ icons on your screen, it’s an interactive Experience.
- Please take some time to complete our feedback survey to let us know what you thought of today’s session. You’ll be prompted at the end of the session.

Download the full survey
via the link in the related
content section or via the
QR code below...



Meet Your Panelists



Dr Jagdeesh Dhaliwal

AgedCare
GP



Grace Sia

SIA Medical
Centre

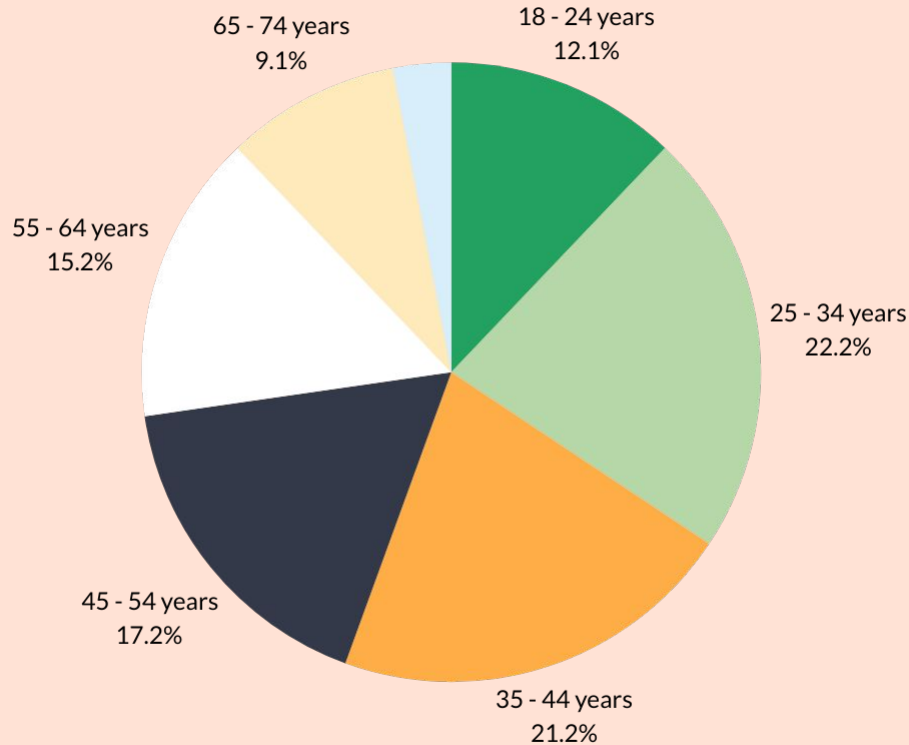


Jen Flakemore

Establish
Practice

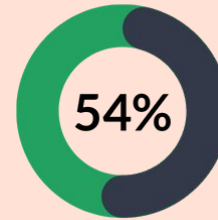
Respondents & Methodology

Respondents by age

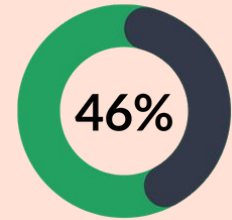


3,810

responses were collected with a 95% completion rate.



are bulk billed



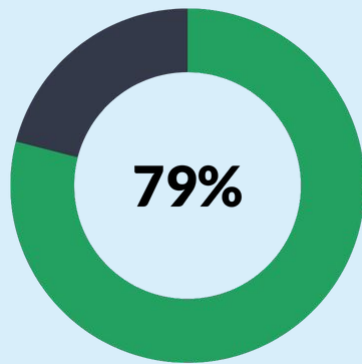
Pay a fee

*For further breakdown of the respondents please refer to the full HotDoc Patient Survey

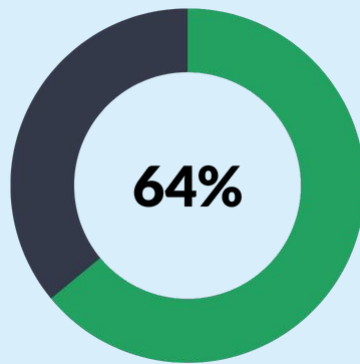
2024



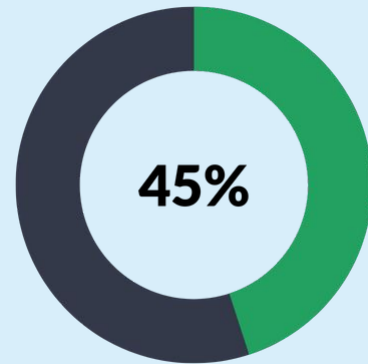
Telehealth is Here To Stay: A Shift in Patient Expectations



of patients view telehealth availability as crucial alongside in-person care.

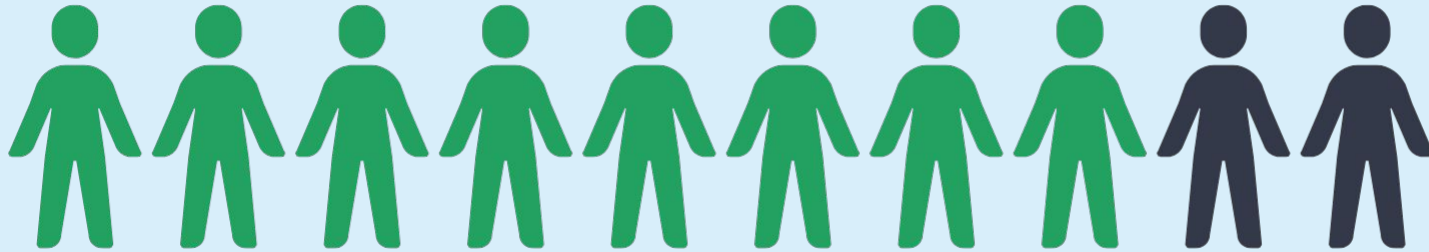


of patients would opt for telehealth over in person care for easier access to a GP.



of patients would like to see more telehealth services offered at their clinic.

Expanding Patient Choices: Offering In Person & Virtual Care Services

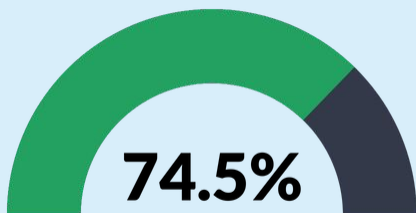


84% of patients prefer to have both virtual and in-person care options available.

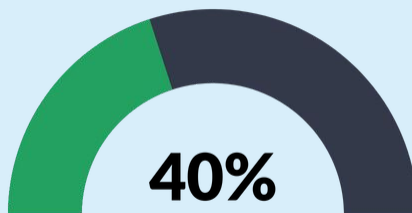


of patients wish to see more virtual care services offered at their clinic.

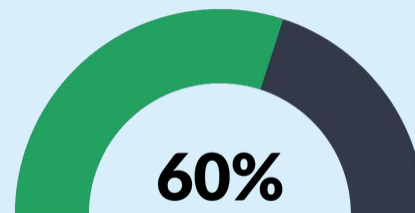
Enhancing Speed and Access: Addressing a Critical Patient Need



of patients would like to be able to access their GP faster.

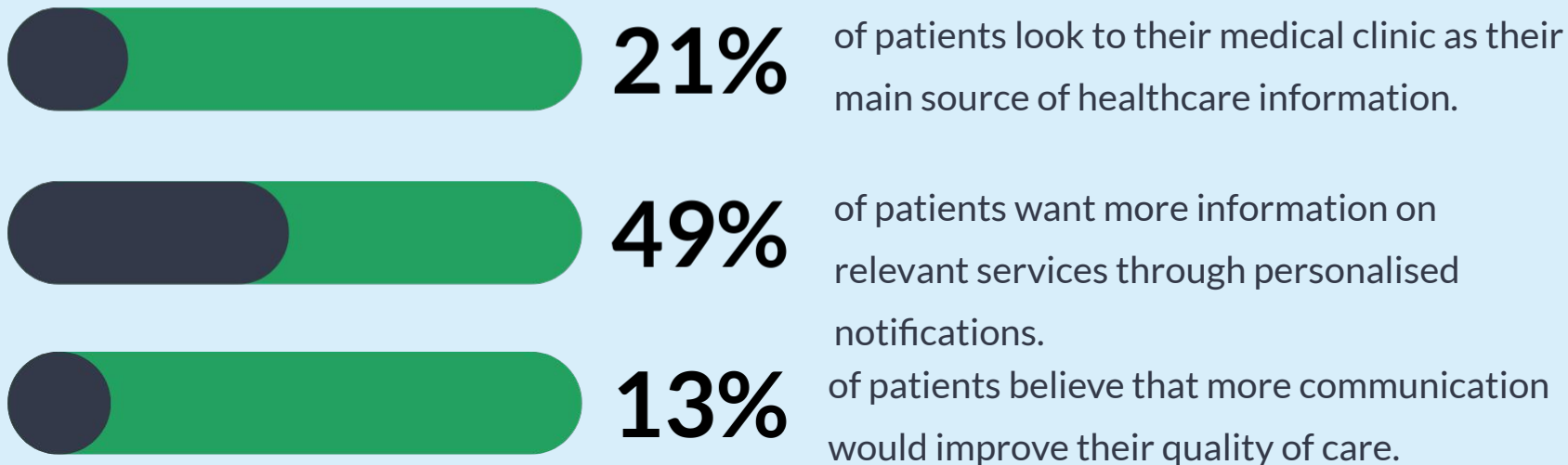


of patients say greater access would improve their quality of care.



of patients needing after hours care prefer telehealth or virtual services.

Primary Care Landscape: Clinics as the Cornerstone of Patient Care



Streamlining Through Technology: Augmenting the Patient Experience

22%

of patients view an easy appointment process as the most appreciated experience with their medical clinic.

13%

of patients would like to see better use of digital platforms to help keep them informed about healthcare services.

Business Planning & Setting Goals for 2025



HOSTED BY
Riwka Hagen
Medical Business Services

**aapm**

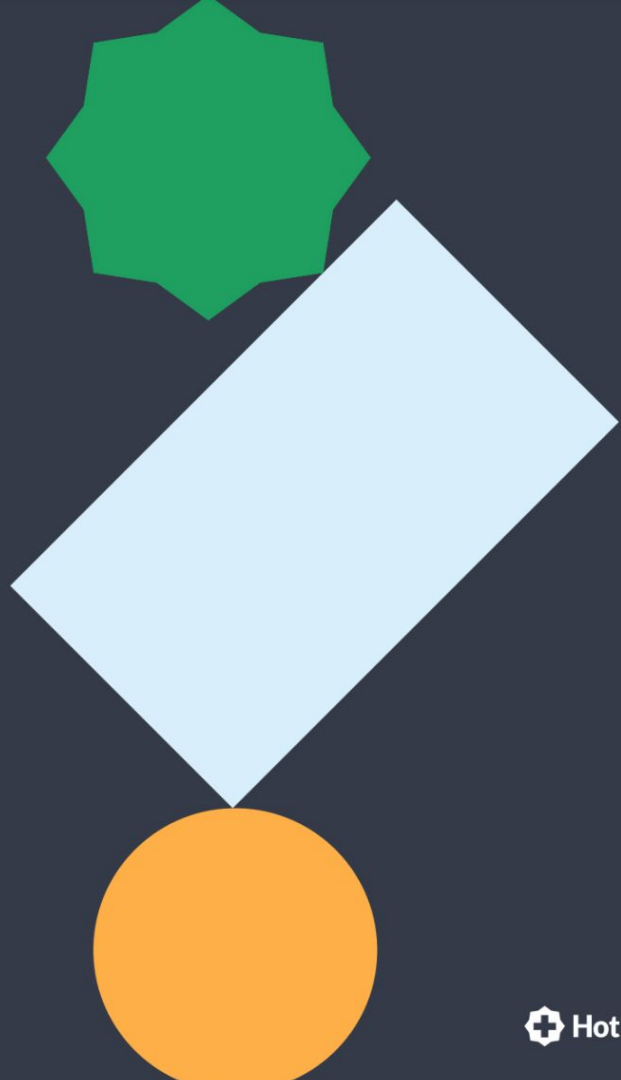
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Wed 4th December
12:30pm AEDT

Questions





Thanks for watching

Contact Us
info@hotdoc.com.au