



# Certificate of Completion

This is to certify that

## Surf Beach Surgery

Shop 8, Surf Beach Plaza NSW 2536  
Australia

has completed the

## Patient Feedback Survey

13 April 2026

Conducted by **CFEP Surveys**

A handwritten signature in black ink, appearing to read "Tina Janamian", is positioned above the printed name and title.

Adj Assoc Prof Tina Janamian  
Chief Executive Officer

# We listened to your feedback

## As a result, we're taking active steps to better your patient experience

At Surf Beach Surgery, we carried out a patient survey and asked for your honest opinions and feedback to help us identify what our team is doing well, if we've missed anything or whether there's an opportunity for us to do things better. Based on our report provided by CFEP Surveys, we've listened to your feedback and have taken the following steps to improve the care and service we provide.

What you told us	Changes we're making
1. You want more information on ways to stay healthy and a focus on preventative medicine.	Our waiting rooms will have more preventative health brochures and information, and our GPs will, where appropriate, offer preventative health advice as part of routine consults.
2. You want a more modern waiting room with quieter music and a more confidential environment.	Our team are exploring ways to modernise the waiting room and reception area, will address music volume and will aim to use identifications techniques which allow for greater confidentiality (e.g. asking for a licence to check DOB).
3. You mentioned it can be hard to see a doctor throughout holiday periods when staff are on leave.	Our team will implement a rostering system to ensure we have adequate GP coverage during periods when staff take leave. We will also aim to ensure our patients are aware of when their preferred GP is taking leave.
4. You wanted more ways to book appointments and receive communication from our practice.	In 2025, our practice established an online booking platform. In 2026, we will be exploring different communication features which can be facilitated by our online booking platform to communicate non-urgent test results.

# Surf Beach Surgery

Here are the results of our recent

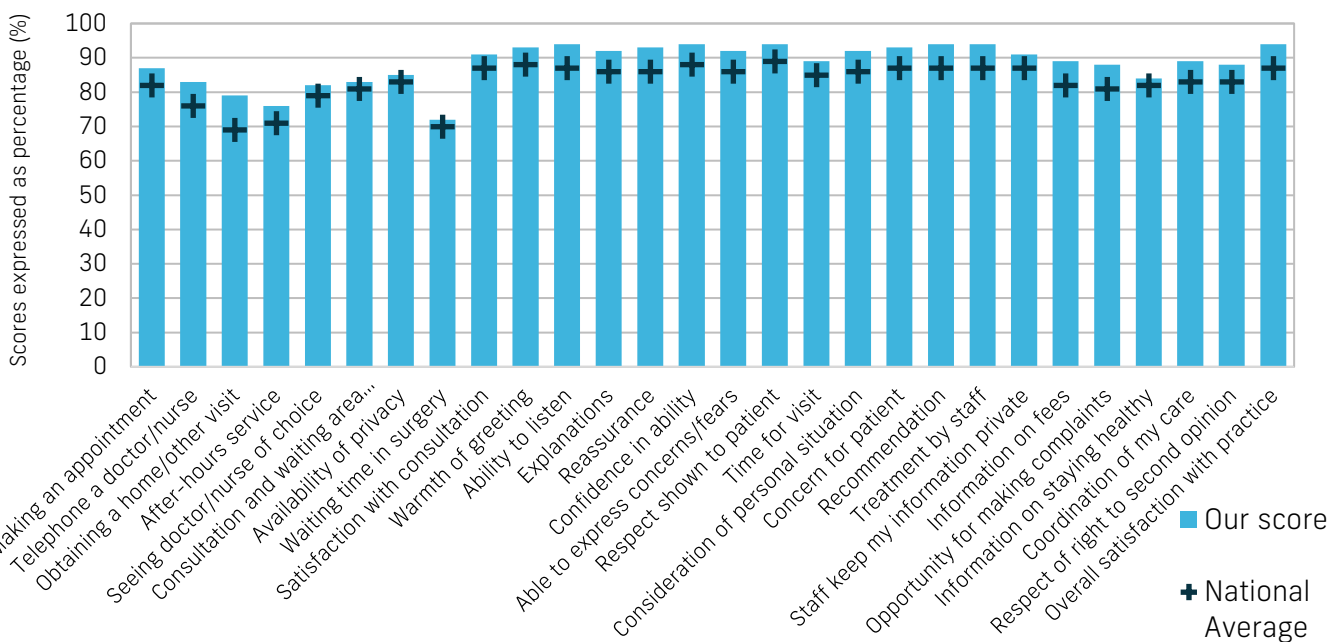
## PATIENT FEEDBACK SURVEY

*Striving towards  
excellence!*



of all patient ratings about this practice were **Good**, **Very Good** or **Excellent**

Patients rated this practice on the following areas



The results of this survey will help us to provide the **best possible service to you**