

How we've used your feedback

We surveyed a number of young people accessing GP services at headspace Hawthorn & headspace Malvern, here's what they had to say:

What you liked about the centre



Friendly and respectful staff



Low/no fee's



Private and confidential

Where you thought we could improve



Flexibility to see your staff member of choice



Longer appointment times



Information about where to seek medical care when headspace is closed

What we've done about it



Introduced an online booking system, so you can be in control of your appointment



Increased our communications about out of hours services. You can find more about this on our website