

**medicare**

**Urgent Care Clinic**

Thank you for choosing our service today.

# How was your visit?

**Please take a few minutes  
to provide your feedback.**

We'd like to know about your  
experience here today so that we can  
keep improving our service.

If you agree to take part,  
a survey will be emailed or  
sent by SMS to you.

It just takes a few minutes to complete.



Thank you from the team at  
Heidelberg Medicare Urgent Care Clinic

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Your feedback helps us to  
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**Scan to do a survey**



May 2025

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Medicare Urgent Care Clinic

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# How was your visit?

Please take a few minutes to provide your feedback by completing this quick survey.

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**Scan to do a survey**

For Heidelberg Urgent Care Clinic



## Frequently Asked Questions

### What is this survey for?

The purpose of this survey is to hear about your experience of the service. Your feedback will be used to make improvements to Urgent Care Clinics.

### How long does it take to do?

It should take you about 5 minutes to complete.

### How do I participate?

After your visit, please use your phone to scan the QR code and complete the short anonymous survey.

### Do I have to take part in the survey?

Your help would be greatly appreciated, but it is not compulsory. If you do not wish to take part, do not complete the survey.

### Is the survey anonymous?

Yes, your response will remain anonymous and none of your responses can be linked back to your personal details.

### Will you be storing or sharing any of my personal information?

No, your personal information can not be linked to any of your survey responses.

### What if I change my mind?

If you change your mind part-way through the survey and no longer want to complete it, simply close the web browser. Your response will only be submitted once you select the 'submit' button at the end.

### Who do I contact if I have any questions about the survey?

If I have any questions about the survey or confidentiality please email [support@cemplicity.com](mailto:support@cemplicity.com)

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# Patient survey

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Or

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