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PARENTS GIVE 98% SATISFACTION RATING FOR IMMUNISATION CLINIC

“ ... staff know how to make children feel better after injections.”

Parents and carers have given the City of Ryde's Immunisation Clinic a 98% satisfaction rating in a recent customer survey

The Council has operated the clinic for almost fifty years and currently vaccinates up to 250 infants and children monthly against thirteen childhood diseases.

“Parents need to have absolute confidence in the service and staff when having their newborn or child immunised,” says City of Ryde Community Life Group Manager, Simone Schwarz.

“Our regular reviews ensure that the City of Ryde continues to provide a professional service and retains its ‘best practice’ rating as given by the Northern Sydney Central Coast Area Health Service.”

Survey findings (179 responded from 200 surveyed).

- 98% said they were either *very satisfied* or *extremely satisfied* with their experience at the clinic
- 95% indicated they would return with their children for future immunisations
- 97% *agreed or agreed strongly* that the immunisation sessions were conducted professionally and efficiently
- 98% *agreed or agreed strongly* that the staff were a source of accurate and helpful information.
- 98% *agreed or agreed strongly* that staff are considerate and caring.

Immunisation Clinics for all children 0 - 4 operates at the Argyle Hall, (35-41 Blaxland Road, Ryde) every 2nd and 4th Tuesday of the month. Sessions: Morning (9.30 - 11.30am) or evening (6.30 - 8.30pm). No appointment is necessary and parking is free in the Argyle Avenue car park behind the Argyle Centre. An Administration fee of \$4 is requested for each child.

For more information phone 9952 8083 or go to www.ryde.nsw.gov.au/immunisation

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