



HUNTER

# POSTGRADUATE MEDICAL INSTITUTE

HPMI PRACTICE ADMINISTRATION CPD

## SAVI – ENHANCING PATIENT EXPERIENCES

### Course Content

Join us for the Peer Panel featuring Practice Managers from our region, facilitated by the Hunter New England and Central Coast Primary Health Network's Sustainability and Viability Initiative (SAVI). SAVI is your partner in building a viable, future-ready practice.

- ✚ Step into the patient's shoes and explore the entire patient journey, from discovering your practice, to post-appointment follow-up.
- ✚ Learn practical ways to improve patient access, booking experiences, communication, and service delivery.
- ✚ Discover how small operational changes can enhance patient satisfaction, trust, and loyalty.
- ✚ Understand the importance of patient-centred interactions and a welcoming practice environment.
- ✚ Develop an action plan to identify, prioritise, and implement patient experience improvements within your practice.

### Course Details

|                       |                                                                                                                                                             |
|-----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Suitable for:</b>  | <b>For all health professionals</b>                                                                                                                         |
| <b>Meeting Date:</b>  | Thursday, 24 September 2026                                                                                                                                 |
| <b>Facilitator:</b>   | <b>CASSIE MORGAN</b> , Practice Support Viability Officer, Hunter New England and Central Coast Primary Health Network                                      |
| <b>Panellists:</b>    | <b>TBA</b> , Practice Manager,<br><b>TBA</b> , Practice Manager,<br><b>TBA</b> , Practice Manager,                                                          |
| <b>Time:</b>          | 6.30 pm - 8.00 pm                                                                                                                                           |
| <b>Venue:</b>         | Live Streaming<br><b>Zoom link will be emailed on the day of the webinar</b>                                                                                |
| <b>Cost:</b>          | Free for HPMI Members<br>\$88 (GST inclusive) non members<br>Payment is required to confirm registration<br><b><a href="#">CLICK HERE TO PAY ONLINE</a></b> |
| <b>RSVP:</b>          | Tuesday 22 September 2026                                                                                                                                   |
| <b>Refund Policy:</b> | <b>No refunds will be considered for live streaming and recording (if a recording is available)</b>                                                         |



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### Registration Details

|                                                                   |                                                                                     |
|-------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| <b>Title:</b>                                                     |                                                                                     |
| <b>Given Name:</b>                                                |                                                                                     |
| <b>Surname:</b>                                                   |                                                                                     |
| <b>Profession:</b><br>RACGP / ACRRM Number                        |                                                                                     |
| <b>Surgery Address:</b>                                           |                                                                                     |
| <b>Email Address:</b>                                             |                                                                                     |
| <b>Mobile Phone:</b><br>Required for meeting<br>notification only |                                                                                     |
| <b>Scan to Register:</b>                                          |  |

### REDUCED 2026 Individual Membership Fees

|                       |                                                                                                       |
|-----------------------|-------------------------------------------------------------------------------------------------------|
| <b>\$200</b>          | <b>Reduced Allied Health Professional</b><br><i>Suitable for Nurses, Administration staff and AHP</i> |
| <b>\$400</b>          | <b>Reduced General Practitioner</b>                                                                   |
| <b>\$275</b>          | <b>Reduced Specialist</b>                                                                             |
| <b>Complimentary:</b> | <b>FREE Complimentary Membership</b><br><i>Available to GP Registrars, Health Students and JMOs</i>   |
|                       | <a href="#">Click here for membership benefits</a> or visit<br><b>www.hpmi.org</b>                    |



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