

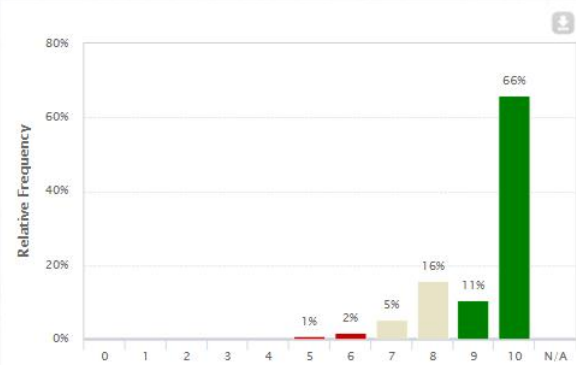
Patient Feedback Survey

Berwick Healthcare 2018

Insync

Scorecard Overview

32. How likely would you be to recommend this practice to family and friends?



(n=114)

Detractors	Passives	Promoters	Net Promoter Score
3% (n=3)	21% (n=24)	76% (n=87)	74

* NPS (Net Promoter Score) is a customer loyalty metric on a 0–10 rating scale, developed by Satmetrix Systems, Inc., Bain & Company and Fred Reichheld. NPS = (Promoters - Detractors) / Total responses.

Performance across six domains

Item	Berwick Healthcare	General Practice overall
Communication and interpersonal skills of admin staff	82%	79%
Privacy and confidentiality	80%	75%
Interpersonal skills of clinical staff	80%	76%
Provision of information	72%	69%
Continuity of care	67%	66%
Access and availability	52%	49%

% favourable - the proportion of patients delighted with your service, responding a 5 out of 5

Highest performing items

Item	Berwick Healthcare	General Practice overall
15. The practice is clean and tidy	85%	81%
17. The clinical team respected me	82%	79%
22. I am confident my information will remain private and confidential	80%	77%
16. The clinical team paid attention to what I had to say	80%	75%
23. The physical aspects of the practice allow privacy and confidentiality	80%	75%
14. The reception staff are helpful	80%	78%
24. The practice makes adequate provisions for my privacy	79%	73%
18. The clinical team were caring and concerned about me as a person	77%	76%
20. I received enough information	75%	69%
19. All my questions have been answered	72%	71%

% favourable - the proportion of patients delighted with your service, responding a 5 out of 5

Lowest performing items

Item	Berwick Healthcare	General Practice overall
25. Everything ran on time	32%	37%
12. I am able to see a doctor quickly when I need to	48%	47%
13. It is easy to make an appointment for a day and time that suits me	57%	50%

% favourable - the proportion of patients delighted with your service, responding a 5 out of 5

Suggestions for improvement

25. Everything ran on time

- Contact patients ahead of their appointment if there are particularly long wait times expected
- Provide estimated waiting time to patients on arrival
- Consider procedures to explain delays to patients

12. I am able to see a doctor quickly when I need to

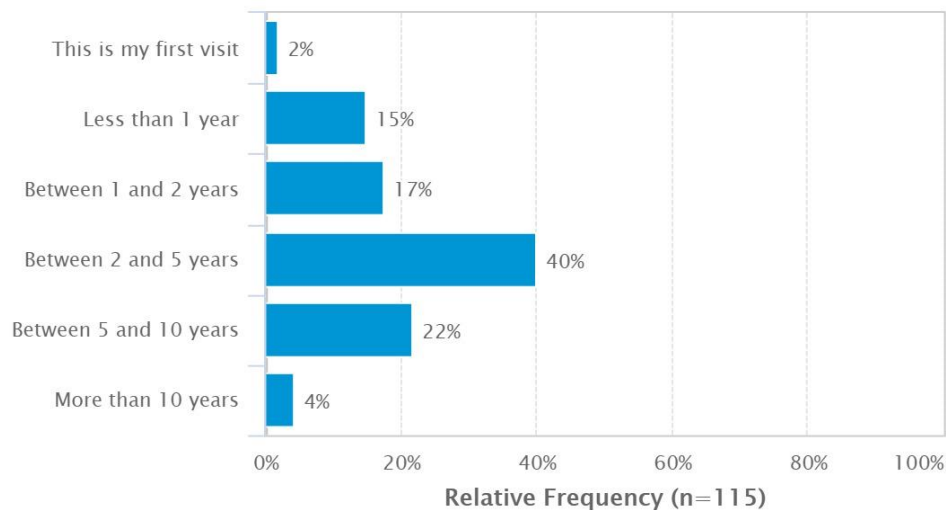
- Keep a few spare appointments for urgent requests
- Communicate processes for handling urgent requests from patients

13. It is easy to make an appointment for a day and time that suits me

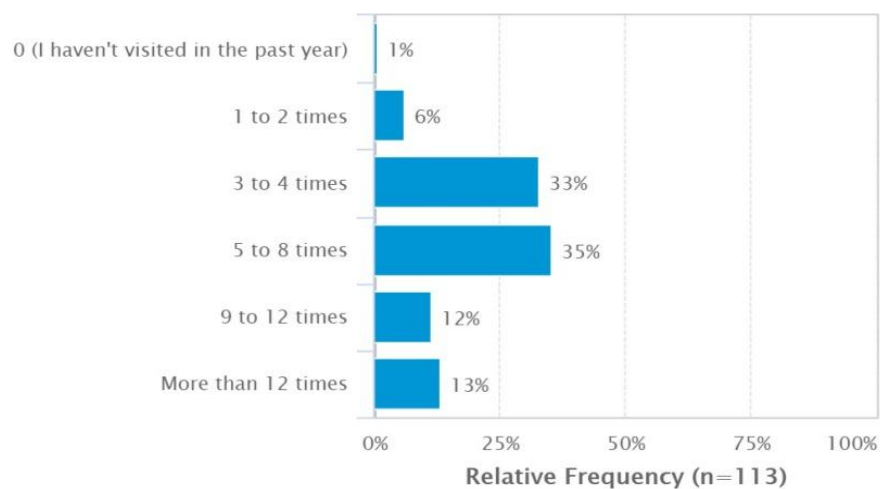
- Publish your calendar online so patients can see available times for each doctor
- Create a cancellation/waitlist notification system so cancelled appointments can be filled and more patients can be accommodated

Respondent characteristics

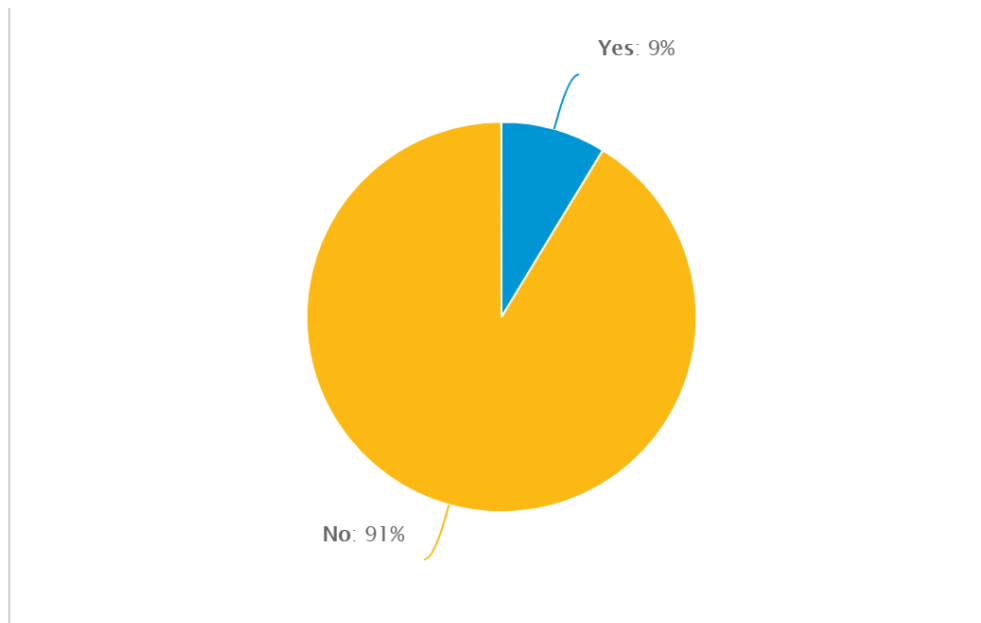
How long have you been visiting this practice?



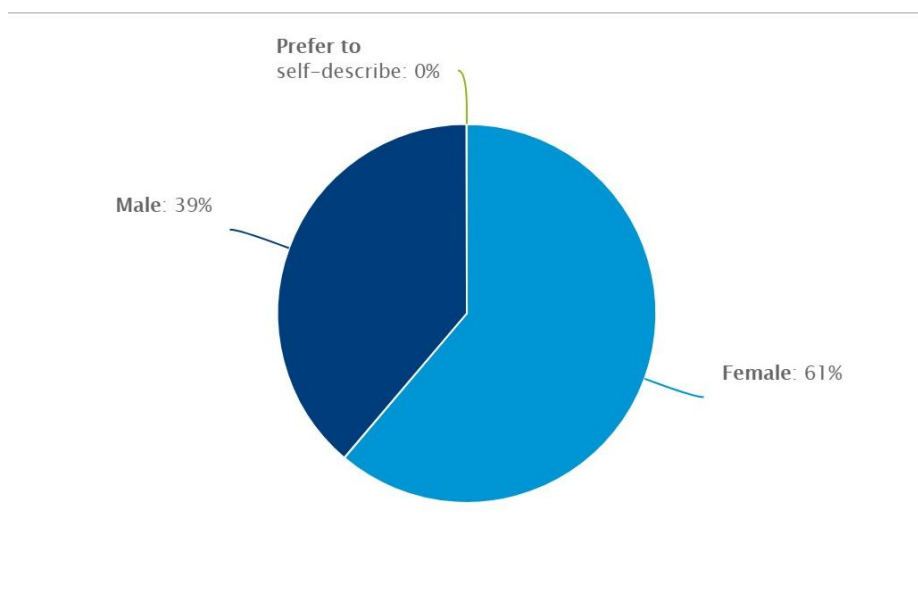
How many times have you visited this practice over the last year?



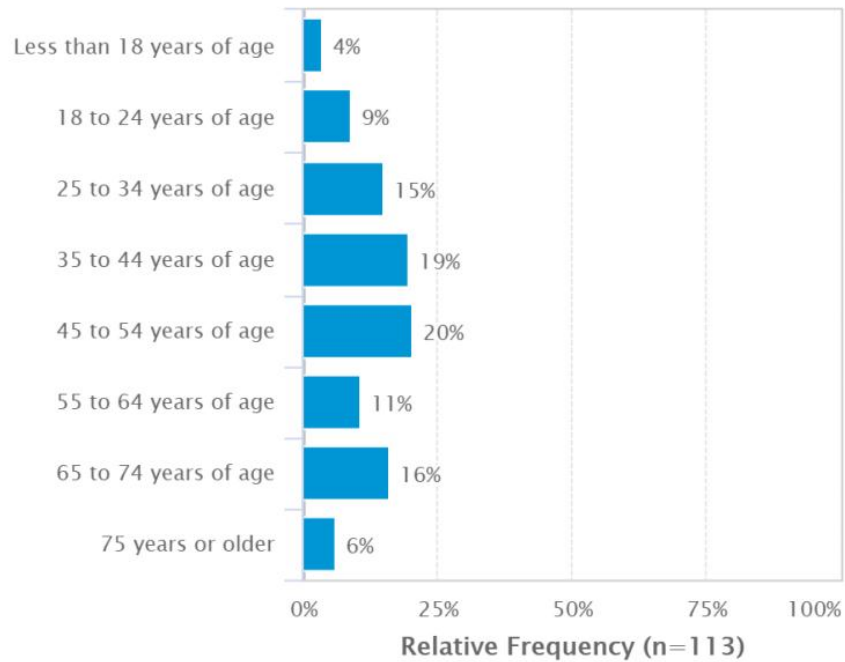
In the past year, have you attended an emergency department for something that could have been cared for within this practice?



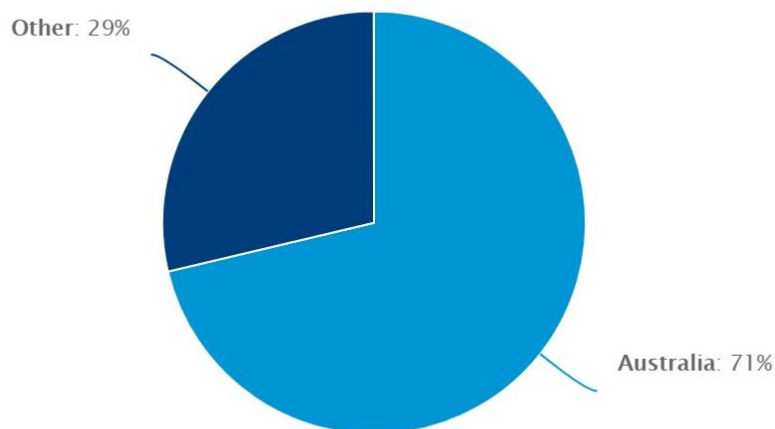
Gender



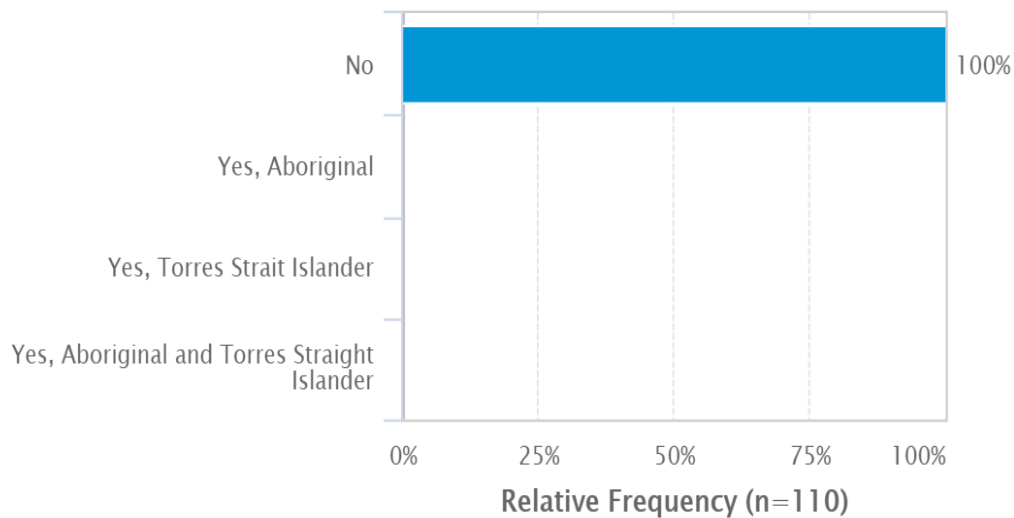
Age Group



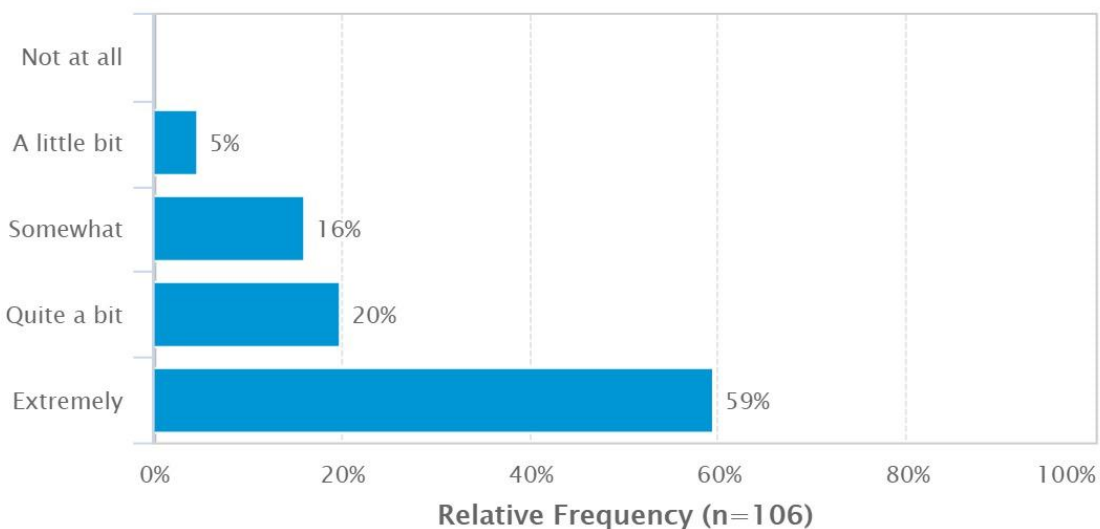
Where were you born?



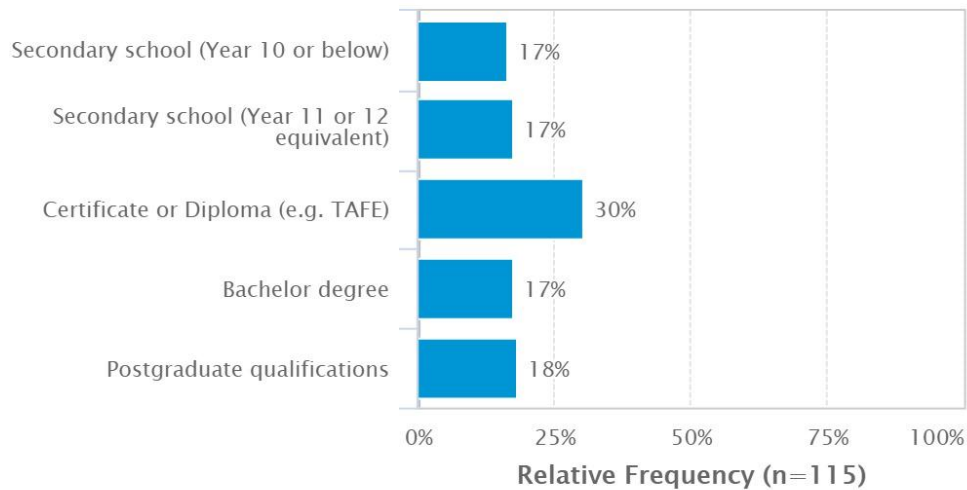
Are you of Aboriginal or Torres Strait Islander origin?



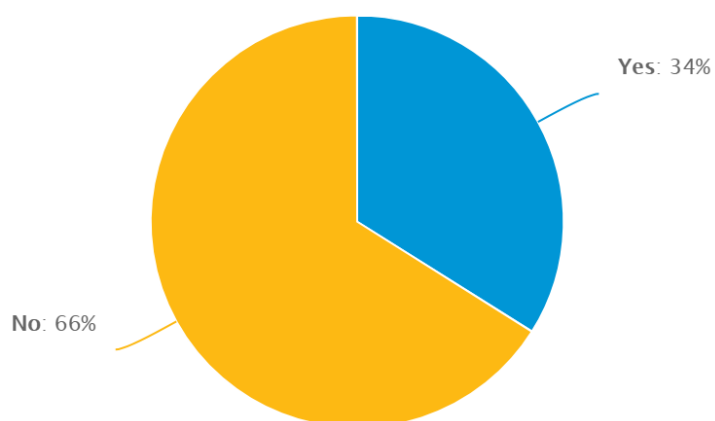
How confident are you filling out medical forms by yourself?



What is the highest level of education you have completed?



Do you hold any concession cards issued by the Australian Government?



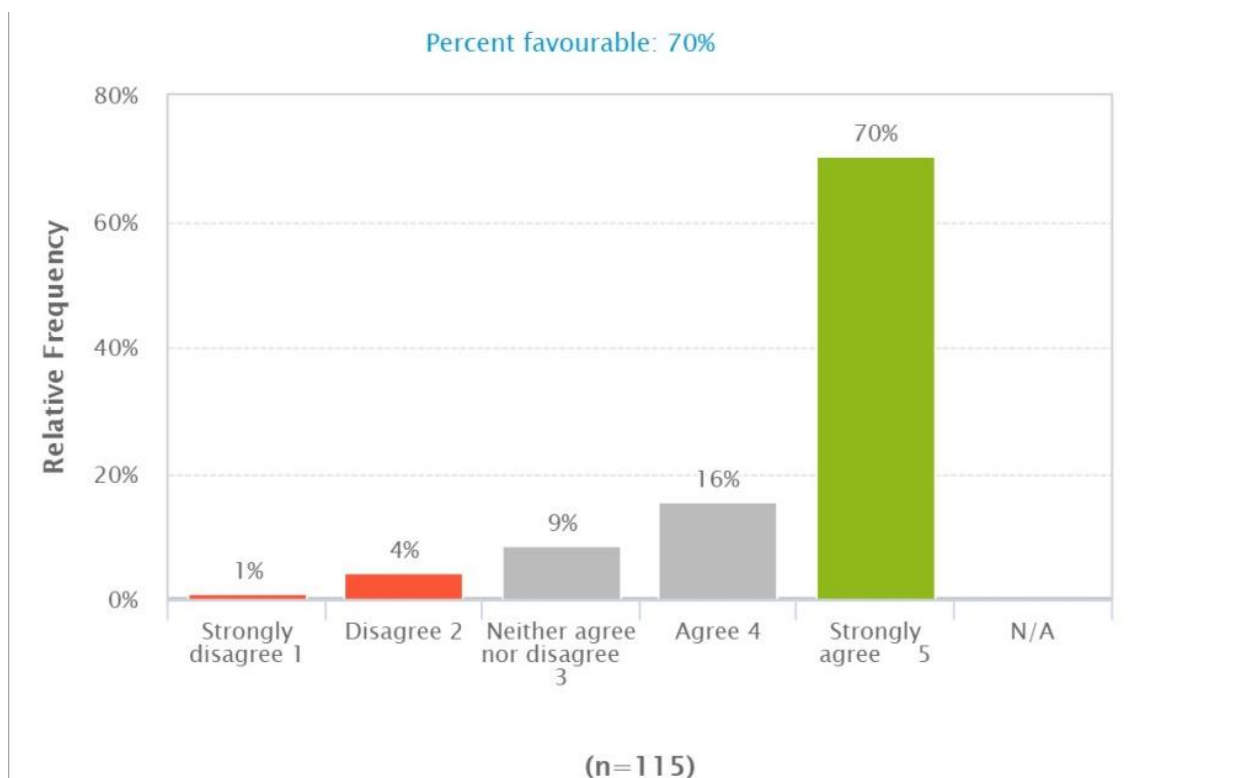
Access and Availability

Summary

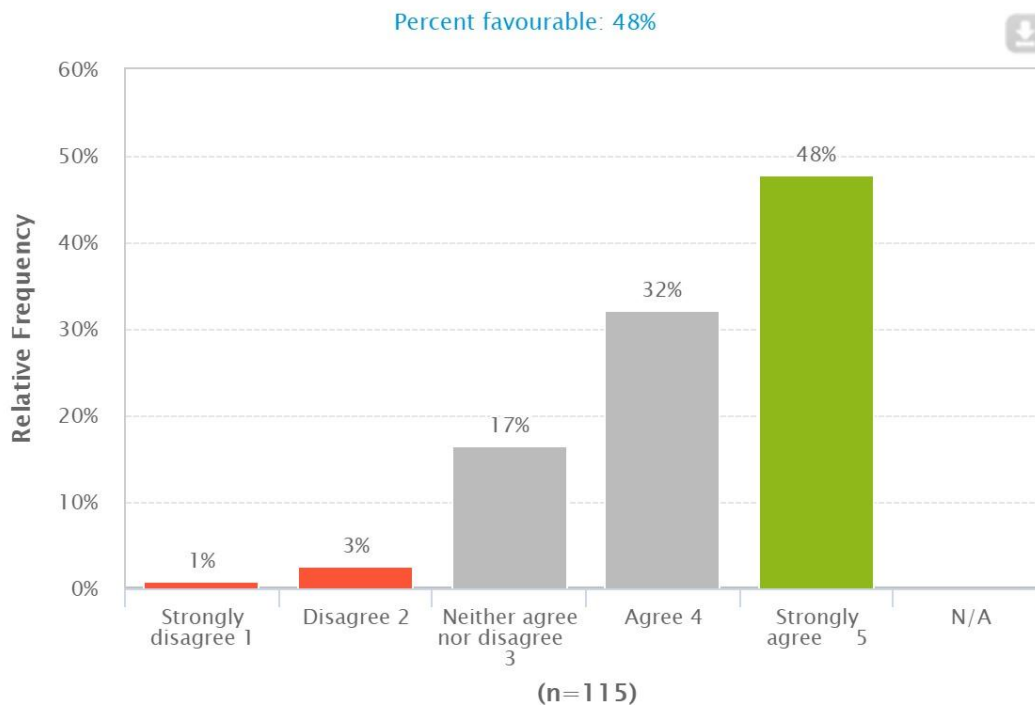
Item ▲	Berwick Healthcare ▲	General Practice overall ▲
11. I am able to see the doctor of my choice	70%	62%
12. I am able to see a doctor quickly when I need to	48%	47%
13. It is easy to make an appointment for a day and time that suits me	57%	50%
25. Everything ran on time	32%	37%

% favourable - the proportion of patients delighted with your service, responding a 5 out of 5

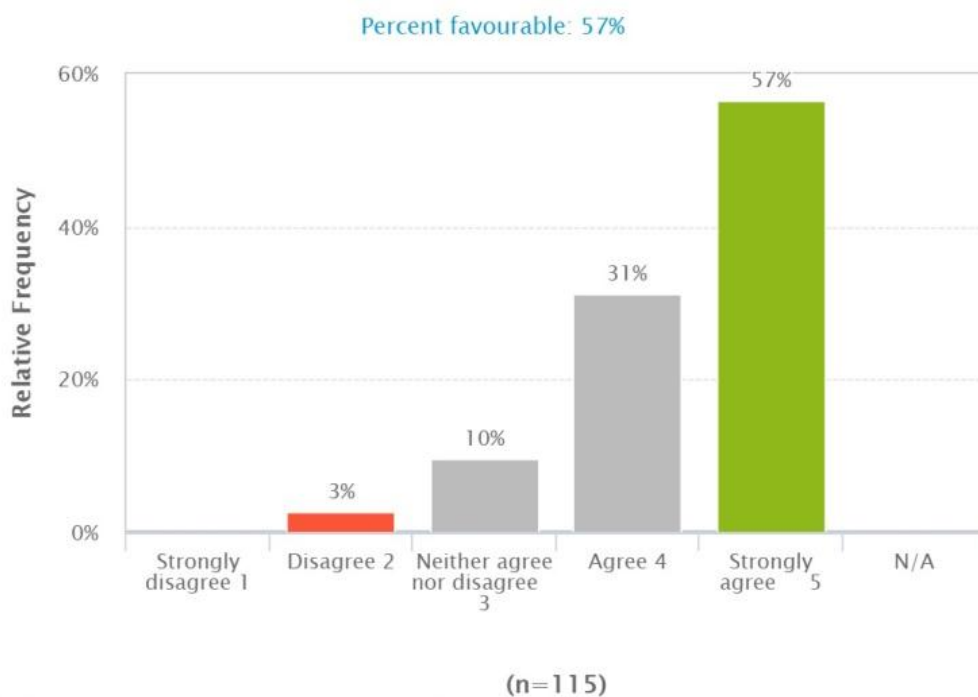
I am able to see the doctor of my choice



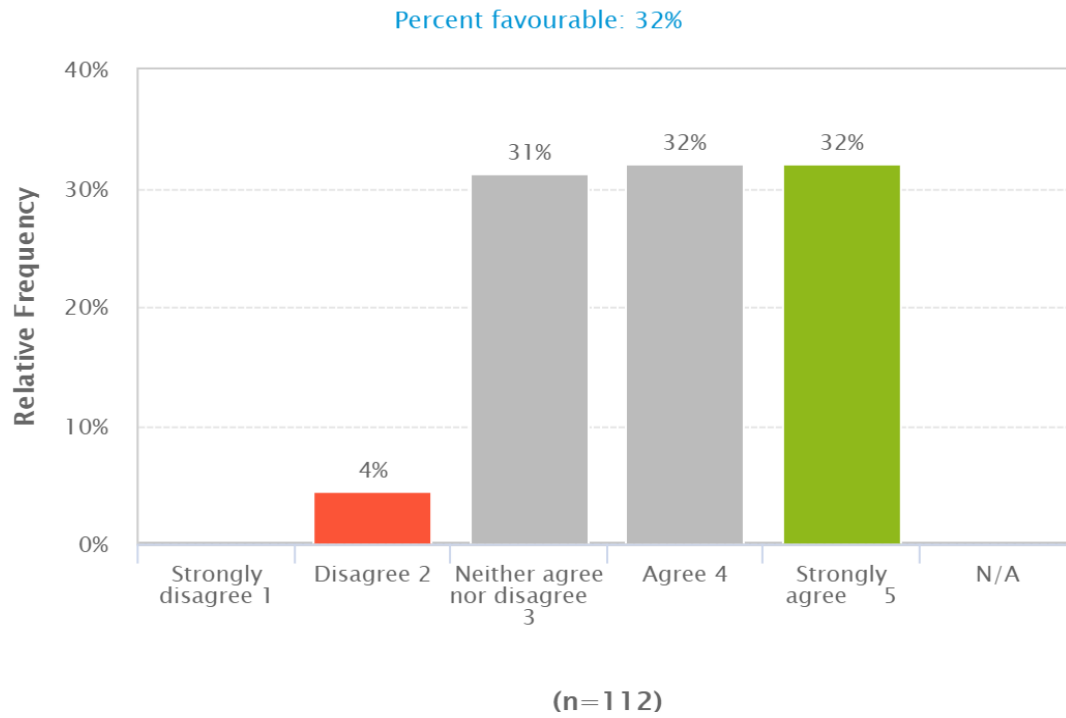
I am able to see a doctor quickly when I need to



It is easy to make an appointment for a day and time that suits me



Everything ran on time



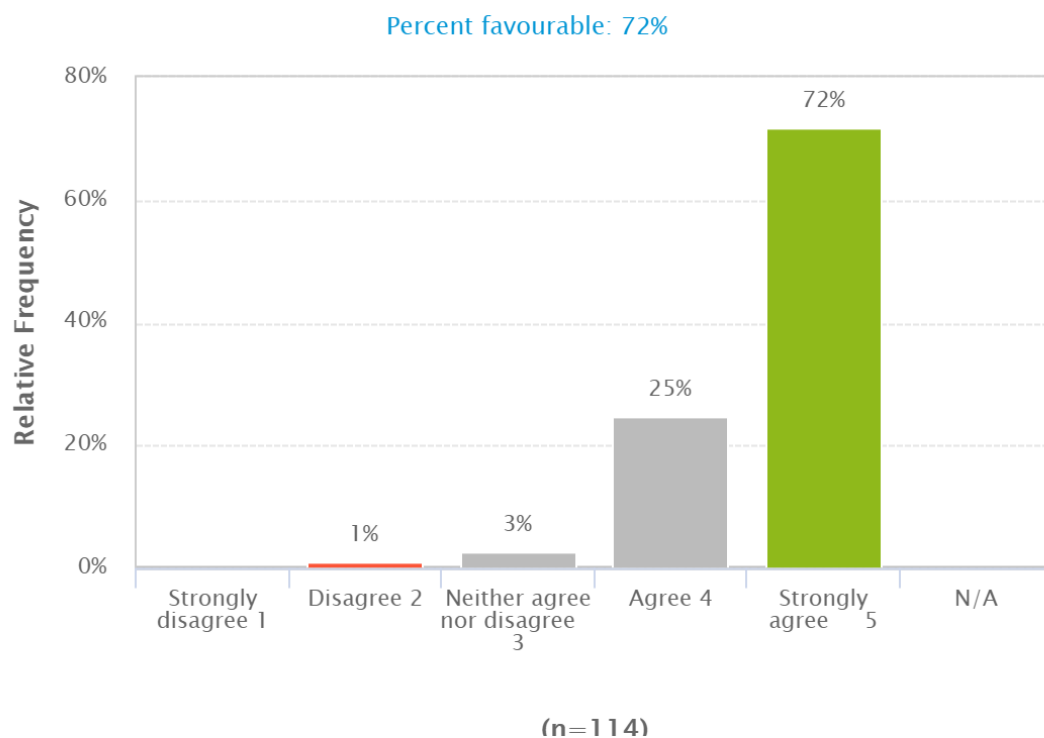
Provision of Information

Summary

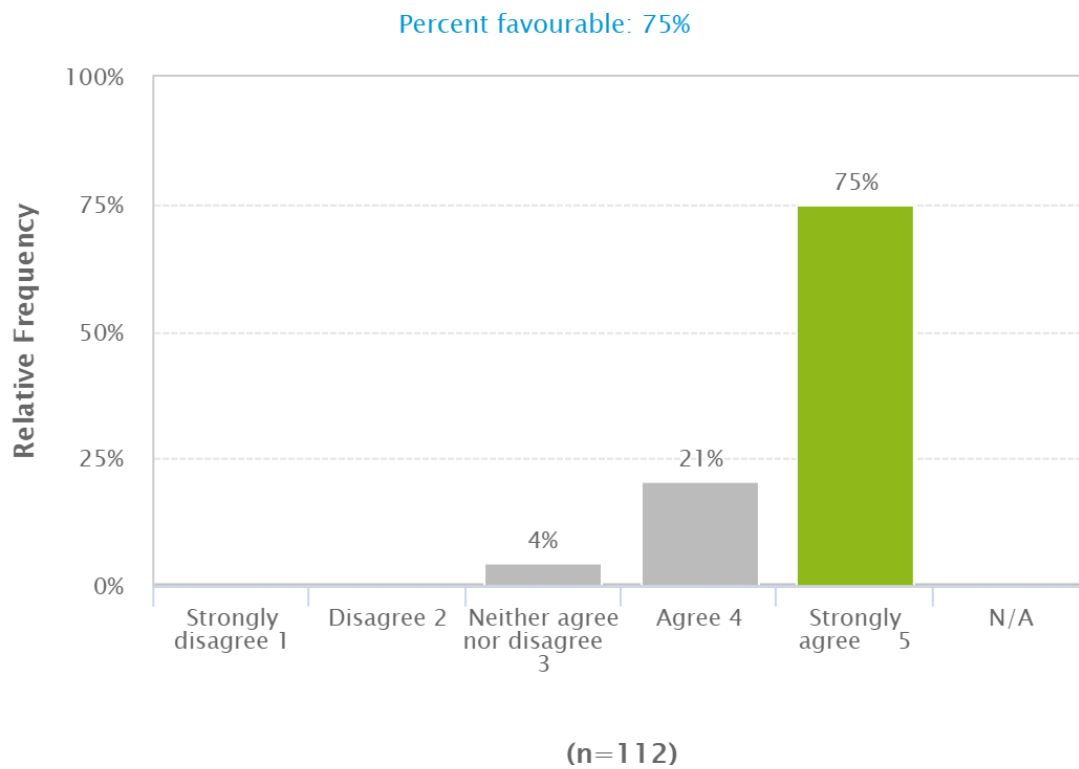
Item	Berwick Healthcare	General Practice overall
20. I received enough information	75%	69%
19. All my questions have been answered	72%	71%
21. I am better able to make informed decisions about my health	69%	66%

% favourable - the proportion of patients delighted with your service, responding a 5 out of 5

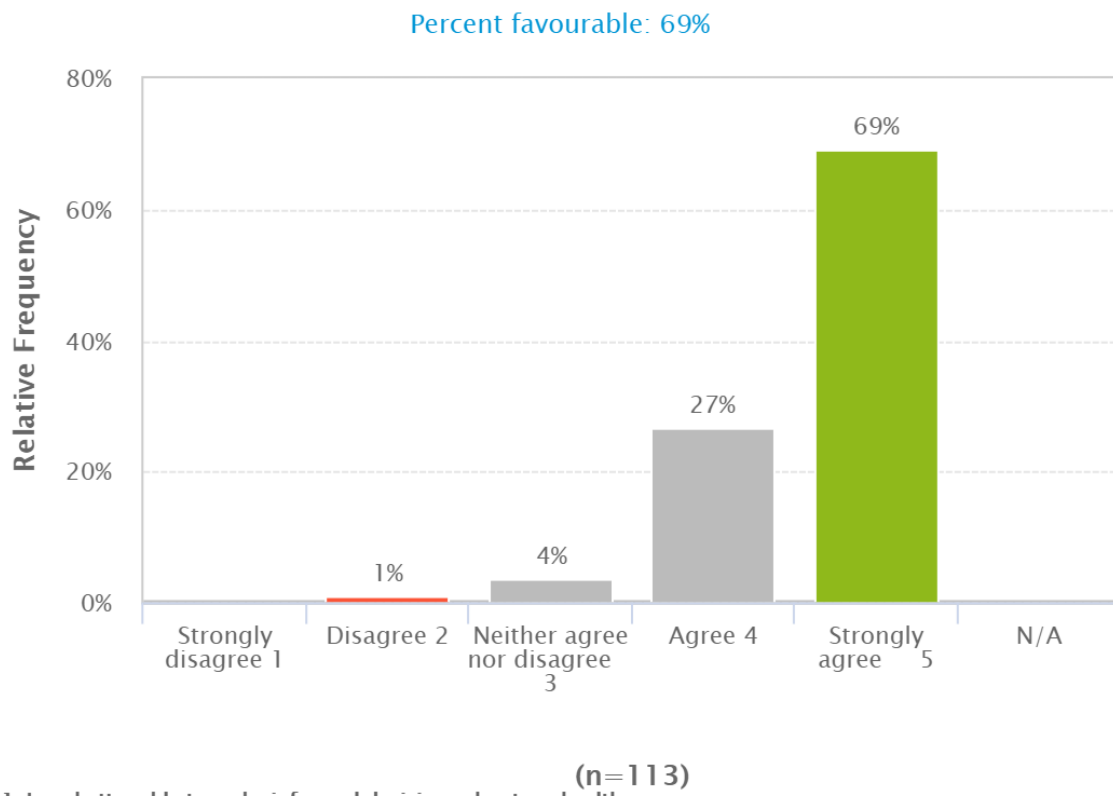
All my questions have been answered



I received enough information

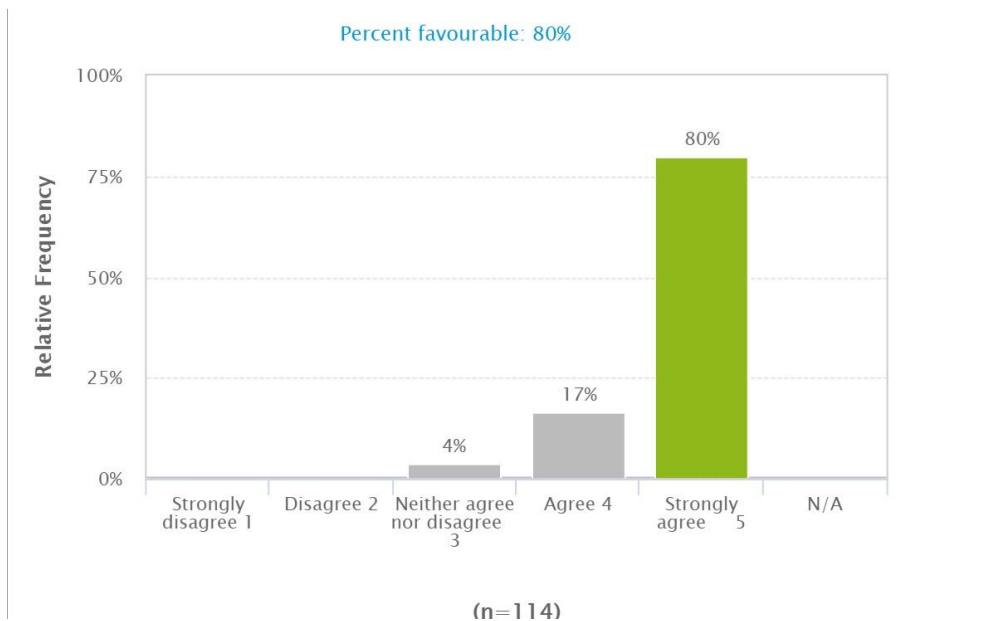


I am better able to make informed decisions about my health

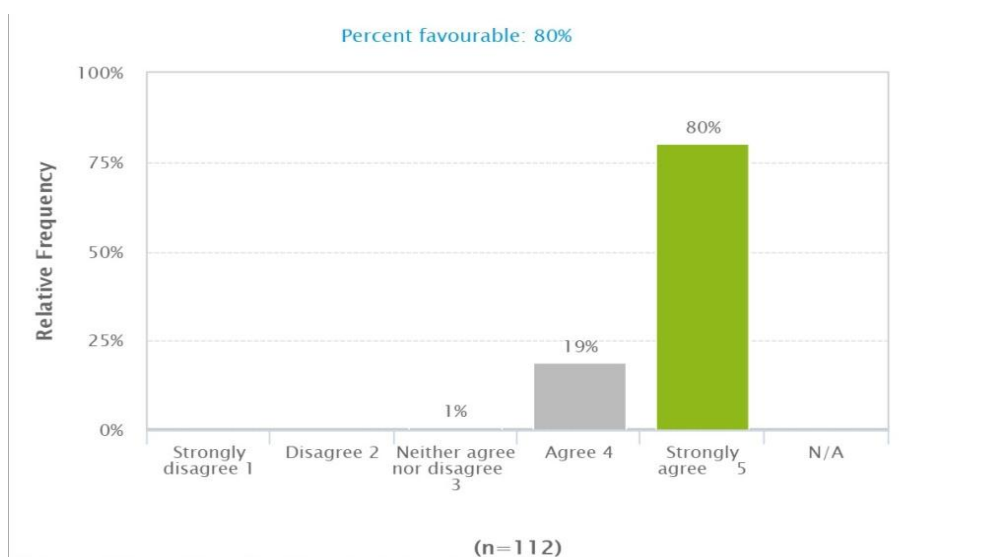


Privacy and Confidentially

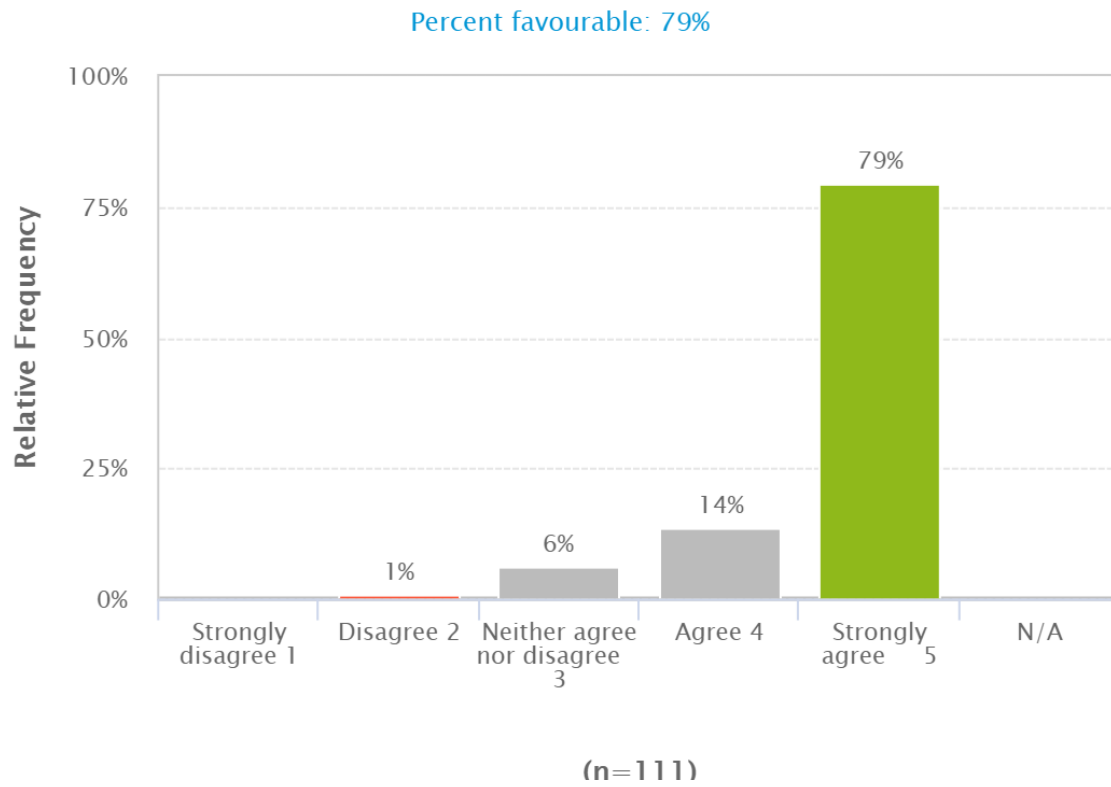
The physical aspects of the practice allow privacy and confidentiality



I am confident my information will remain private and confidential



The practice makes adequate provisions for my privacy



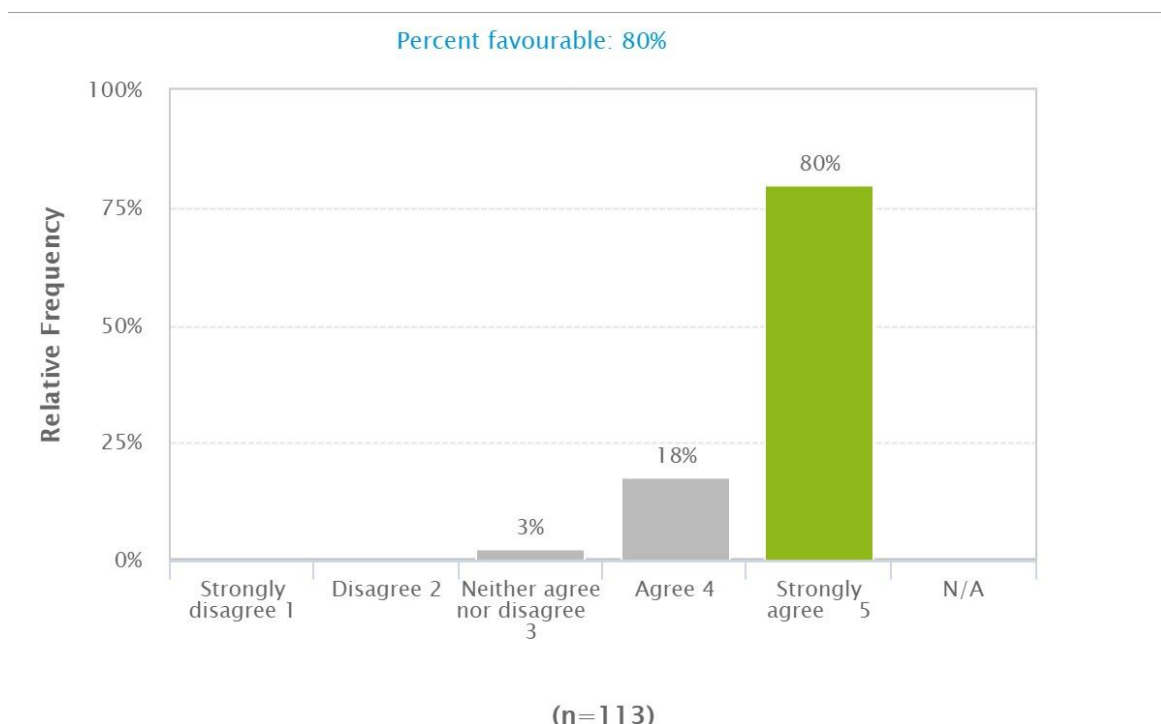
Communication and interpersonal skills of admin staff

Summary

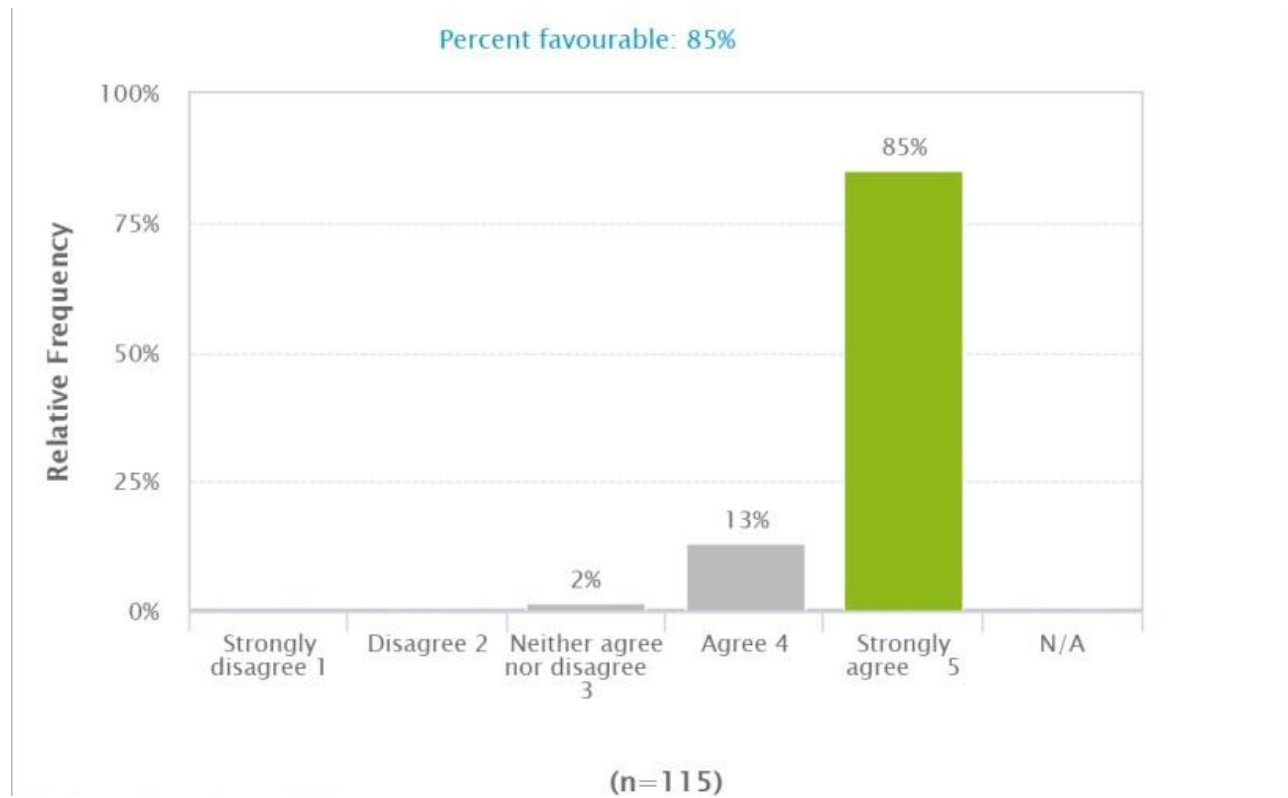
Item	Berwick Healthcare	General Practice overall
15. The practice is clean and tidy	85%	81%
14. The reception staff are helpful	80%	78%

% favourable - the proportion of patients delighted with your service, responding a 5 out of 5

The reception staff are helpful



The practice is clean and tidy



Interpersonal skills of clinical staff

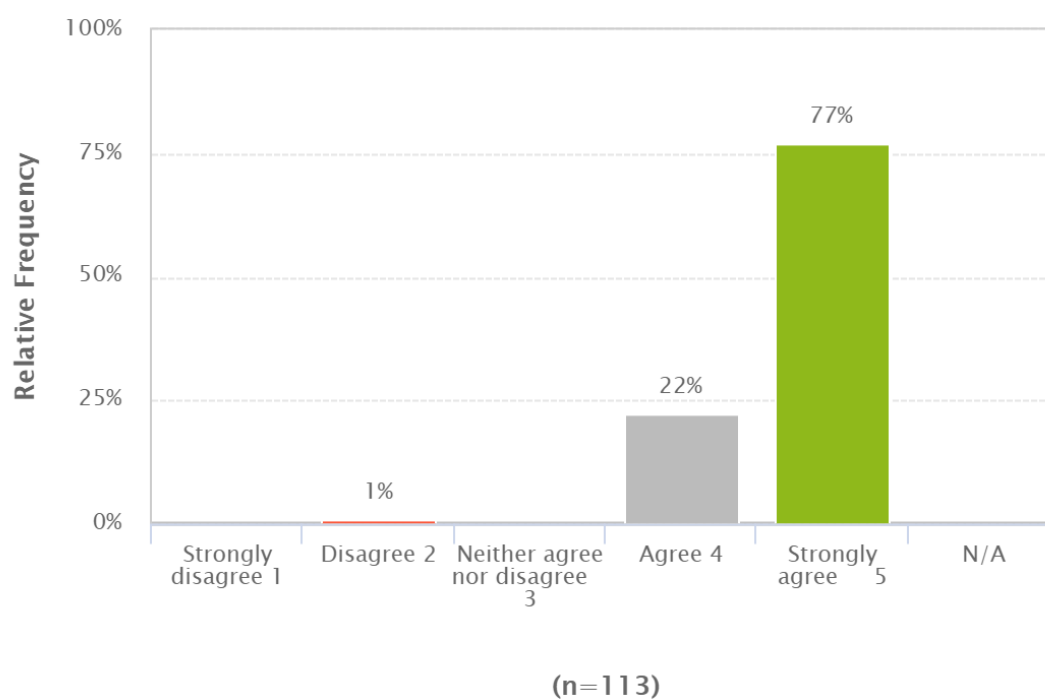
Summary

Item ↕	Berwick Healthcare ↕	General Practice overall ↕
17. The clinical team respected me	82%	79%
16. The clinical team paid attention to what I had to say	80%	75%
18. The clinical team were caring and concerned about me as a person	77%	76%

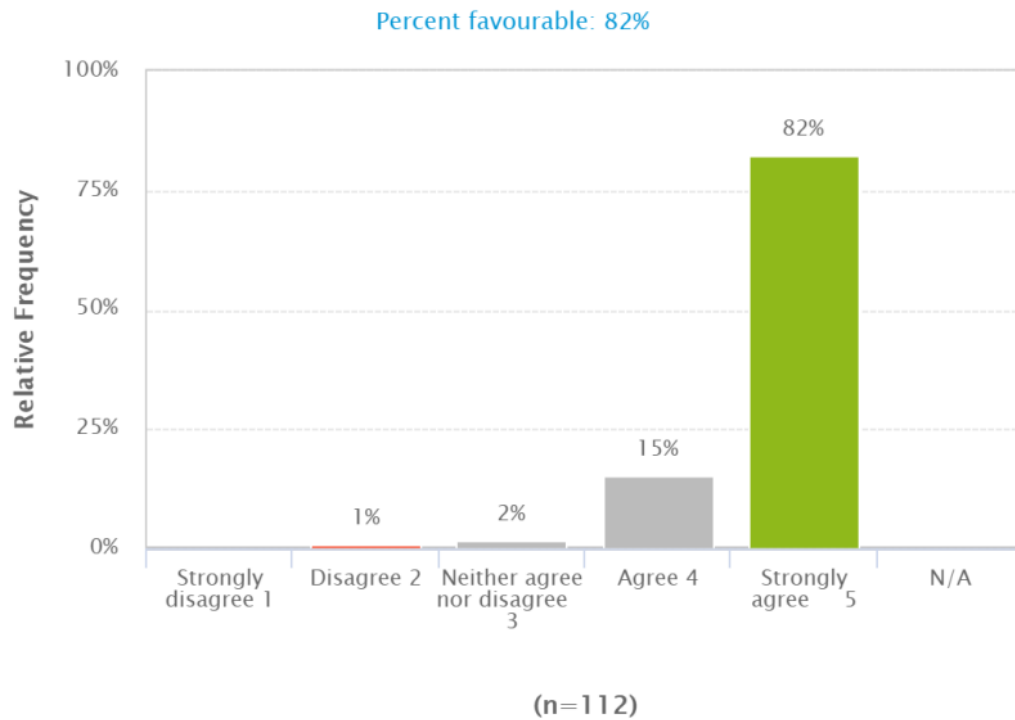
% favourable - the proportion of patients delighted with your service, responding a 5 out of 5

The clinical team were caring and concerned about me as a person

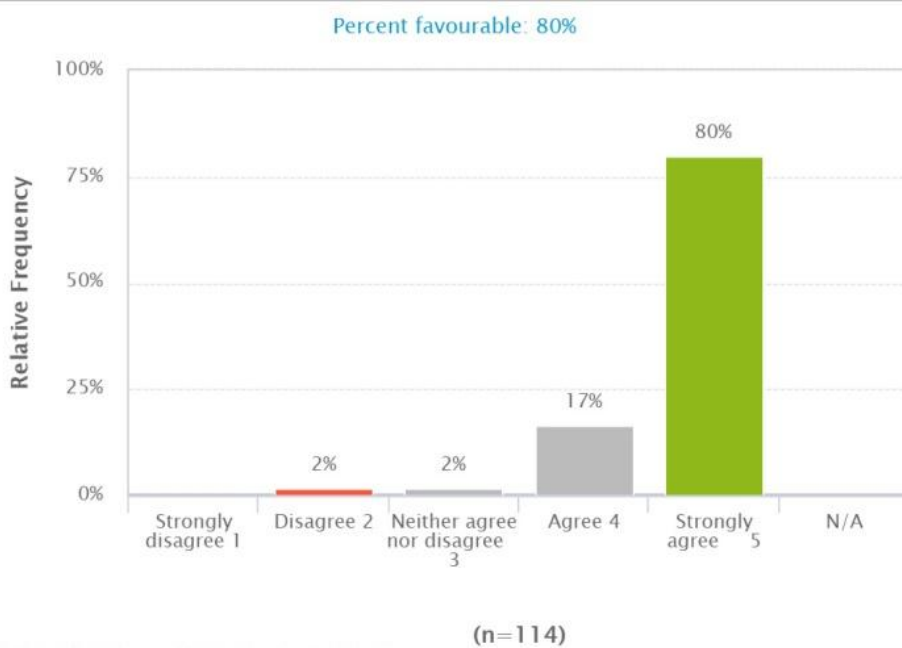
Percent favourable: 77%



The clinical team respected me



The clinical team paid attention to what I had to say



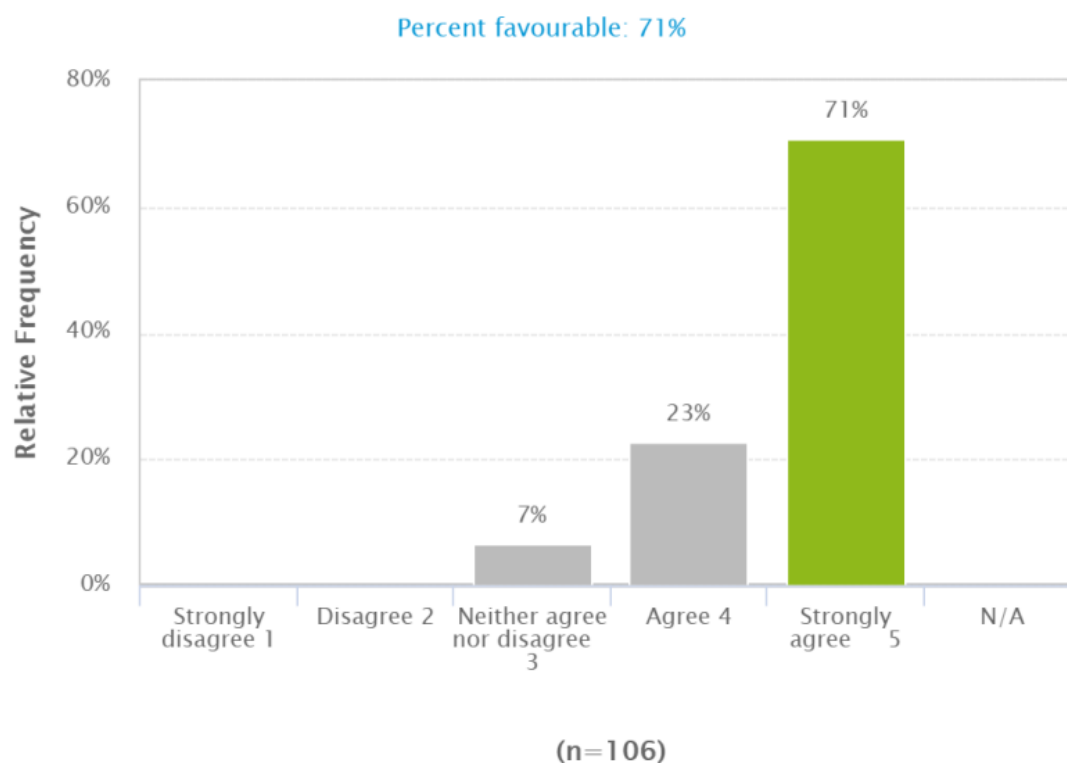
Continuity of Care

Summary

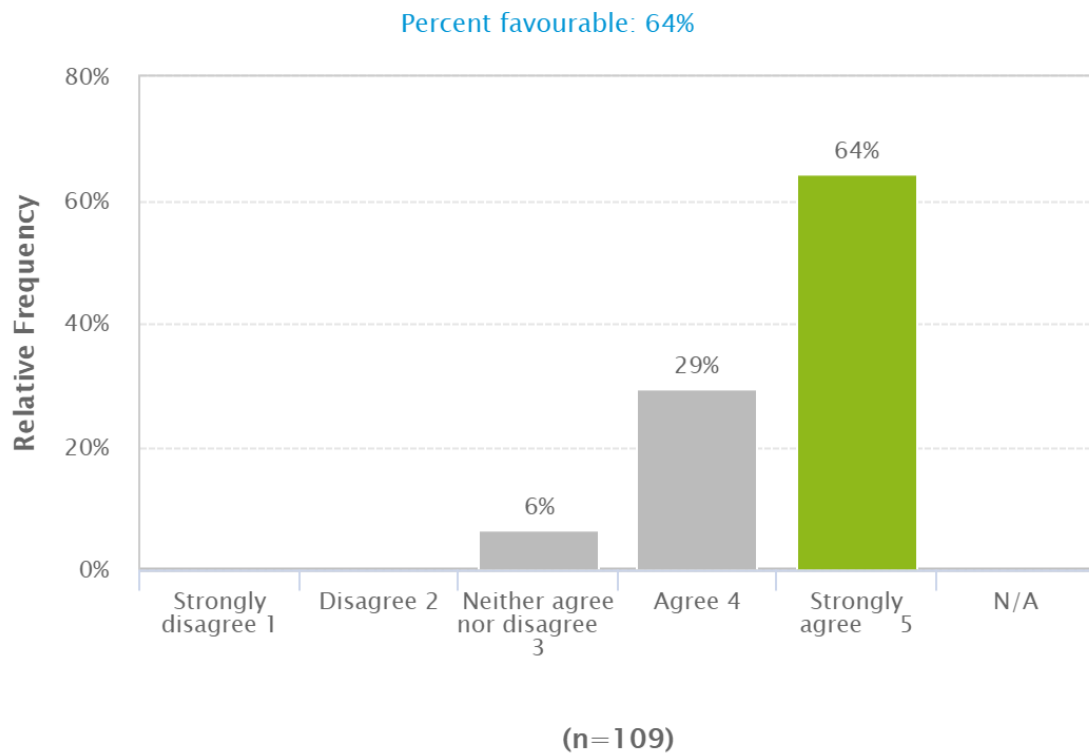
Item	Berwick Healthcare	General Practice overall
26. The practice team works well together	71%	68%
27. The practice team works well with other health services in the area (e.g. hospitals and specialists)	64%	64%

% favourable - the proportion of patients delighted with your service, responding a 5 out of 5

The practice team works well together

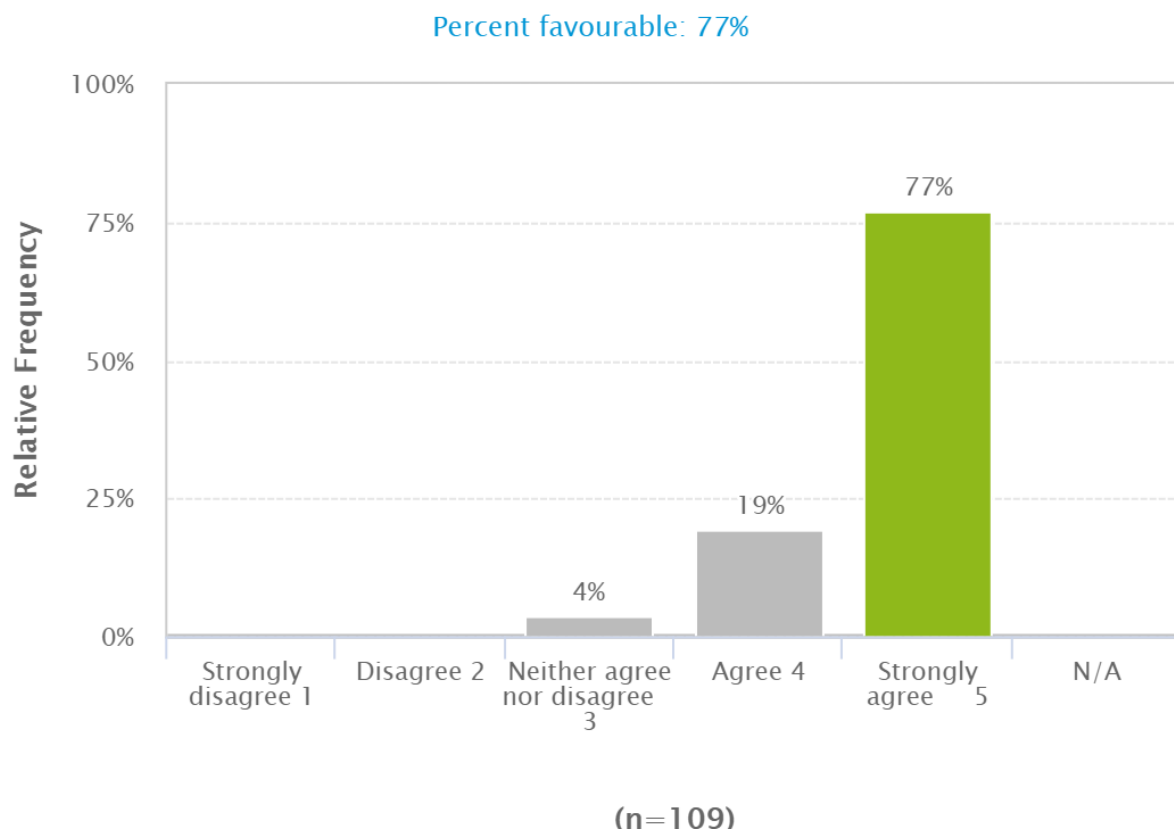


The practice team works well with other health services in the area (e.g. hospitals and specialists)



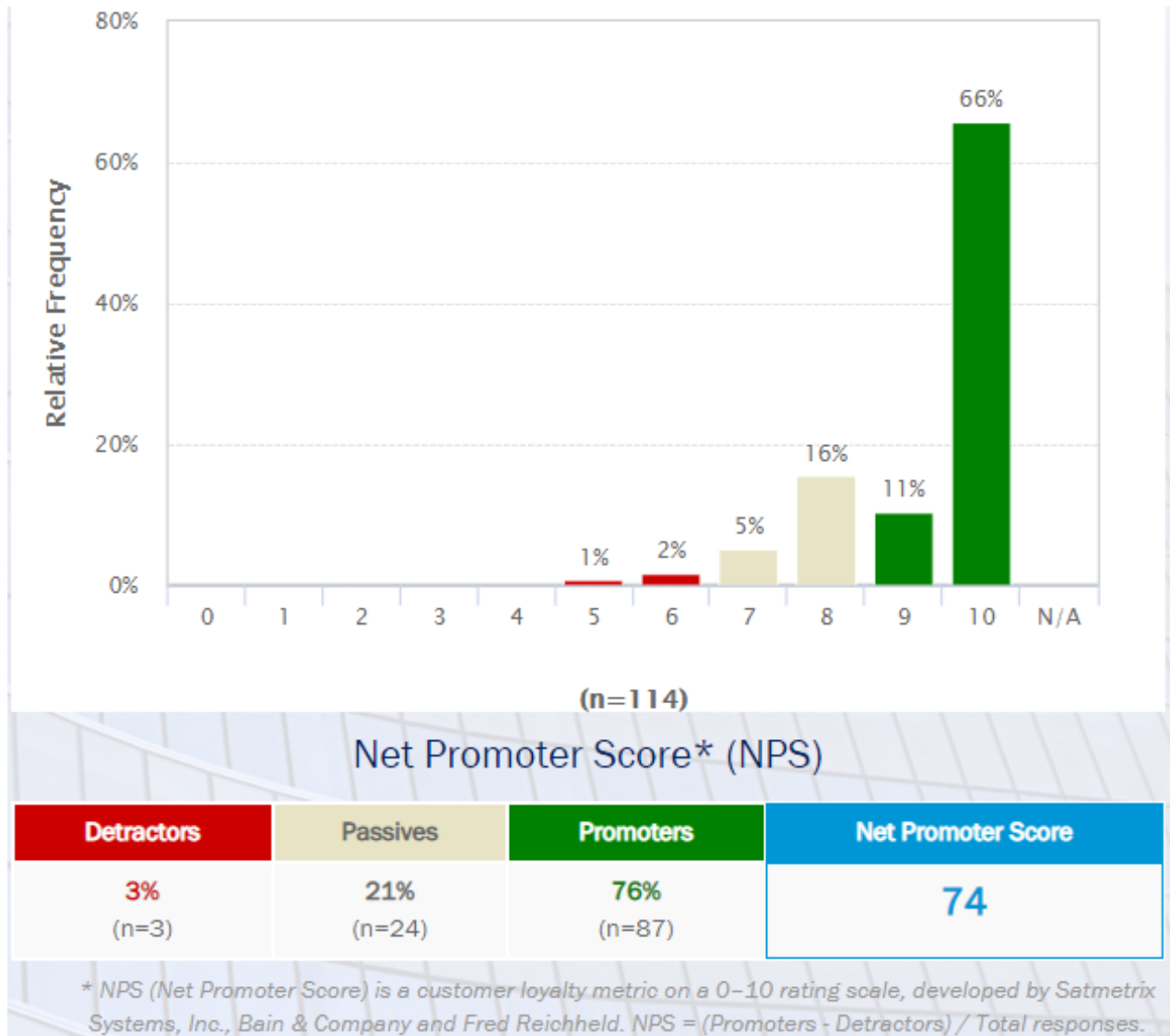
Overall satisfaction

Overall I am satisfied with today's service

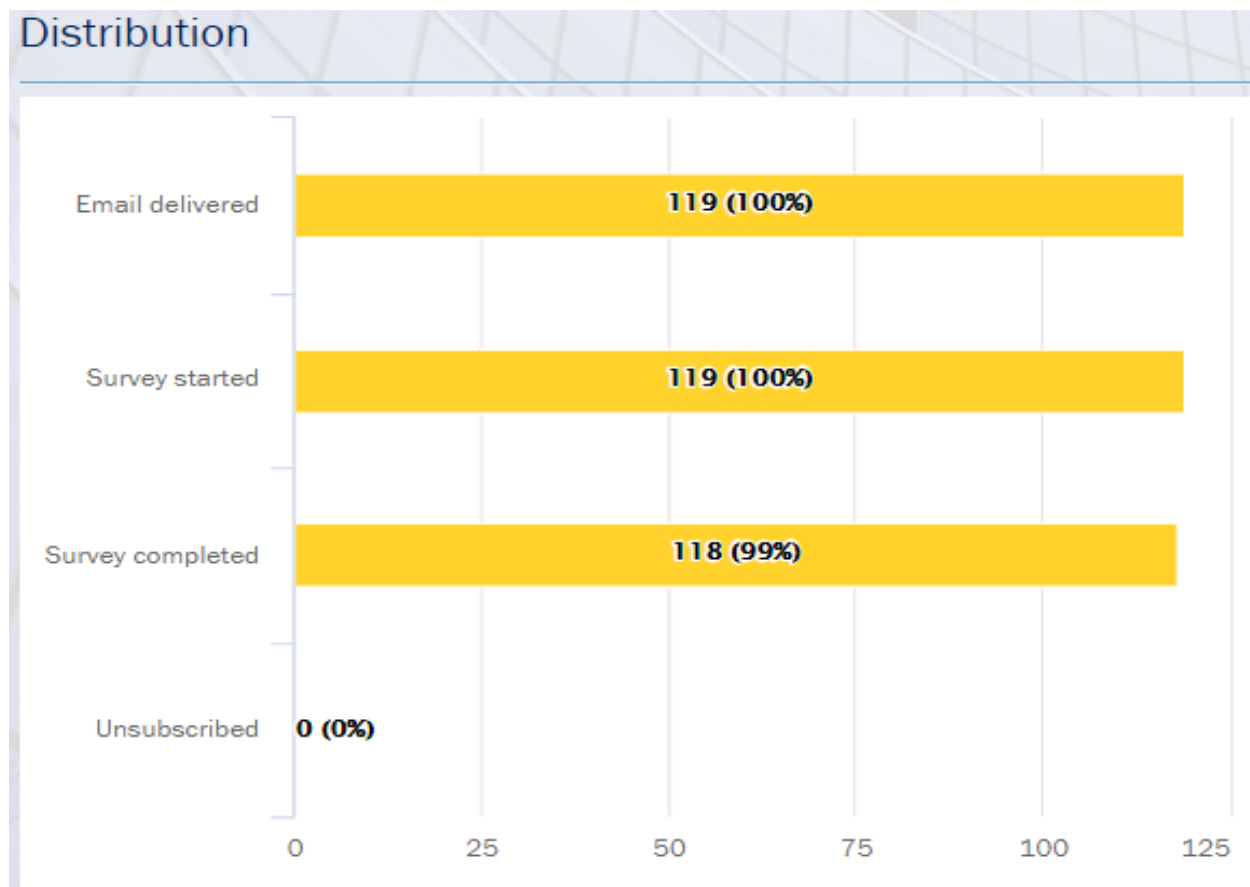
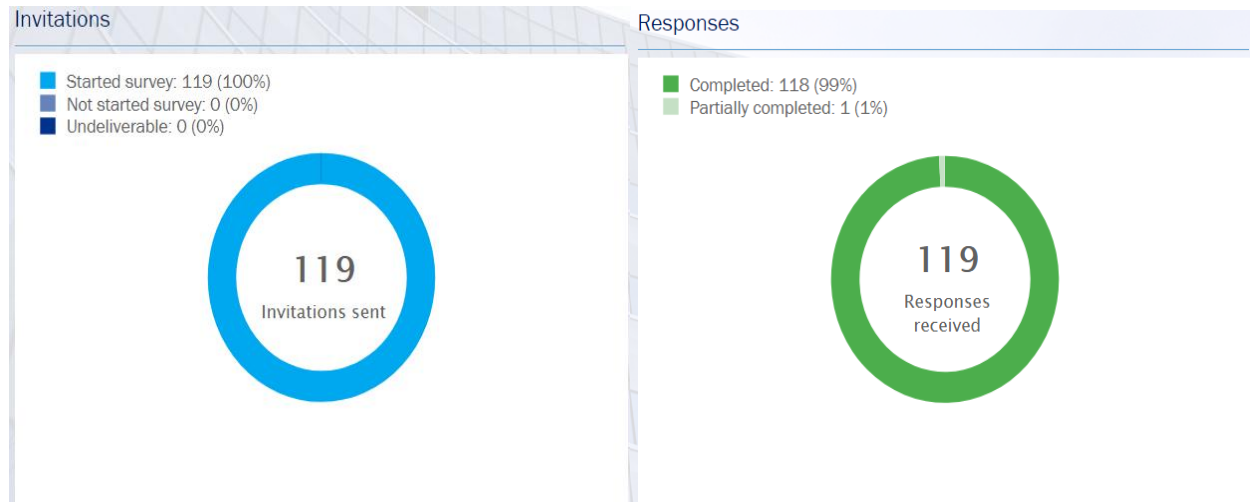


Net Promoter Score

How likely would you be to recommend this practice to family and friends?



Responses



Breakdown by How long have you been visiting this practice?

i Number of responses by How long have you been visiting this practice? for people invited during this period.

How long have you been visiting this practice?	Patient Satisfaction Survey
This is my first visit	2
Less than 1 year	17
Between 1 and 2 years	20
Between 2 and 5 years	46
Between 5 and 10 years	25
More than 10 years	5

Comments

What is the best thing about your experience with this practice? (96 comments)

- Doctors care more
 - All professional staff seem committed to first class outcomes.
 - Doctors and staff
 - Professionalism and care
 - Diversity of services within the medical practice
 - Very friendly, helpful, great doctors and staff.
 - Helpful doctors that really listen and give advice I trust.
 - A very good relationship
 - Lovely feel, lovely team
 - The staff
 - They took time to listen to my problem
 - (Doctor) has helped and supported me all the way.
 - Everything gets answered.
 - That they always listen to me as a patient and are very thorough with their services and explanations.
 - Experience of the doctors they are so calm and knowledgeable. Would never change!
 - Convenient to get appointments- good reference to other practitioners.
 - Friendly and professional staff, very helpful!
 - Genuine care provided by doctors
 - Friendly, confident staff, doctors and nurse. (nurse) always gives the kids the warmest welcome.
 - Long term
 - Always are happy to help and give great advice.
 - Friendly, caring doctors
 - Professional and caring
 - Seeing my doctor
 - On going care
 - The understanding and range of doctors.
 - Caring staff
 - Able to see my doctor
 - Easy to book appointments. Clean and tidy. Polite staff.
 - Consistent care by GP who knows and understands history
 - The level of care received for myself and my family whenever we attend.
 - Having the best doctors
 - Their support and understanding
-

- Great doctors, don't mind who I see
 - Staff
 - Clean space, easy to park, range of doctors
 - Doctors and staff are respectful and compassionate.
 - Friendly, caring, take time to listen.
 - Booking online + location
 - Continuous follow up
 - Friendly staff and practitioners
 - (Doctor) good doctor.
 - Caring doctor. Ring after hours to check how I am feeling after medical problems.
 - Welcoming staff and great doctor knowledge
 - Good doctors.
 - Listen to the problems and see GP of choice
 - Always on time, organised and efficient. My GP is always helpful and trusting.
 - The female doctors
 - Seeing my doctor of choice
 - Staff attended to me when I came to the clinic with low blood pressure and was about to collapse.
 - Privacy, comfortable
 - Close by, bulk bill, friendly staff and doctors
 - The doctors spend time with you
 - Quality and experience of doctors. Best i've been to.
 - Can always see my doctor of choice.
 - Staff and doctors.
 - Having (doctor) and (doctor) such caring doctors.
 - That it is right next to my uni, I can get in the next day and bulk billing for me.
 - The staff are on top of my health and needs.
 - Being heard by the doctor
 - Friendly staff, great nurses and doctors.
 - Answered all questions about my health
 - The people
 - I feel respected and heard; nothing is dismissed.
 - Clean, quiet
 - Knowledgeable.
 - Knowledgeable staff I always feel like I learned something about health and wellness coming in.
 - The staff shows great professionalism.
 - Apts are on time. Gps are thorough.
 - Close, clean, professional
 - The caring attitude of ALL staff, their patience, eagerness to help in all ways they are able, friendliness and professionalism.
 - Caring service
-

- Caring, understanding, made to feel comfortable, friendly service
 - Staff are great all doctors I have seen are excellent.
 - Friendliness and efficiency
 - Friendliness, parking
 - Friendliness- ease of parking
 - The gps attentiveness, thinking, communication and my inclusion in my health plan. Practice exceeds my expectations on every occasion.
 - Friendly, professional staff, ability to make timely appointments
 - Caring attitude and highly skilled doctors
 - Proper medical history recorded, doctors not late or in a rush.
 - Listening and attentive staff.
 - The doctors i've seen
 - Friendliness of staff, personalised attention also by reception staff
 - Online booking and friendly staff.
 - Doctors are friendly and don't rush.
 - Friendly and welcoming with a great team of doctors.
 - Ability to see a GP of my choice
 - The level of service/care the clinic provides.
 - Friendly
 - Prompt timings, always clean, neat and tidy.
 - All the above
 - Easy to talk to
 - Quick, helpful
 - Thorough medical treatment AND privacy support
 - Confidence and respect
-