

September 2015
Berwick Healthcare
76 Clyde Road, Berwick, 3806

South Eastern Health Providers Association

Patient Feedback Survey Report

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South Eastern Health Providers Association Patient Feedback Survey

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South Eastern Health Providers Association Patient Feedback Survey

The South Eastern Health Providers Association Patient Feedback Survey is a comprehensive set of items that are appropriate for use in the Australian general practice setting to measure patient satisfaction in the seven broad categories of issues critical to patients' experiences of primary health care:

- demographic information
- access and availability of care
- information provision to patients
- privacy and confidentiality of care
- continuity of care
- communication skills of clinical staff
- interpersonal skills of clinical staff

The South Eastern Health Providers Association Patient Feedback Survey has been developed to ensure all questions are asked in particular ways to maintain cultural sensitivity by using language that reflects the needs of the patient population within the catchment area, as well as providing practices with structured and meaningful results.

Consultation and development was undertaken with:

- Southern Academic Primary Care Research Unit
- Accreditation Advisory Committee - eleven surveyors (General Practitioners and Practice Managers)
- Consumer/Community Reference Group
- Refugee Health Steering Group
- General Practice Support Program Staff

The responses have been independently analysed using SPSS Statistics and the feedback report compiled based on the data. Benchmark figures are based on aggregated data for all practices participating in the SEHPA Patient Feedback Survey process.

Report Structure

The results of the patient feedback are summarised in the following sections:

1. Report and Evaluation Questions – patients were asked about specific experiences, were asked for specific information or to make a judgement on a range of aspects relating to the care provided by the practice. Where applicable, an average is presented as a figure and compared with the SEHPA benchmark.
2. Demographic Questions
3. Open Ended Questions
4. Possible Actions

Analysis of Report and Evaluation Questions

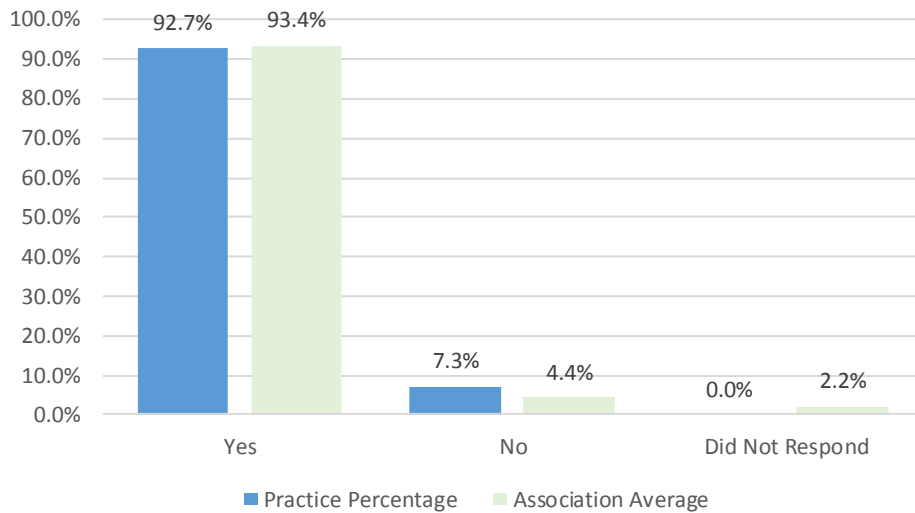
The practice Average score is calculated by adding up the scale scores (which are listed beside each question's response) of the individual practice and dividing by the number of completed questions.

The Association Average is calculated the same way by adding up the scale scores of all completed surveys from all practices that have used the South Eastern Health Providers Association Patient Feedback Survey and dividing by the number of completed questions.

Number of patient surveys completed = 96 surveys

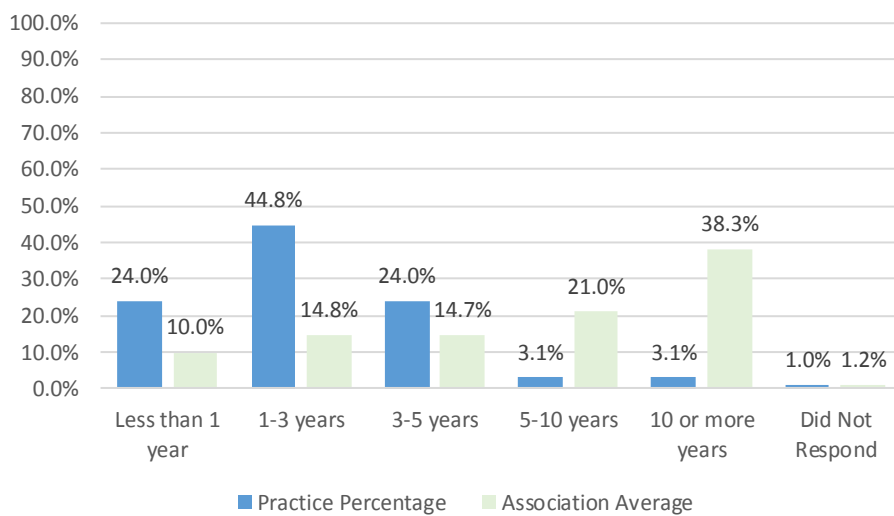
Question 1 Is this the GP practice you usually attend?

Response	Practice Results	Practice Percentage	Association Average
Yes	89	92.7%	93.4%
No	7	7.3%	4.4%
Did Not Respond	0	0.0%	2.2%



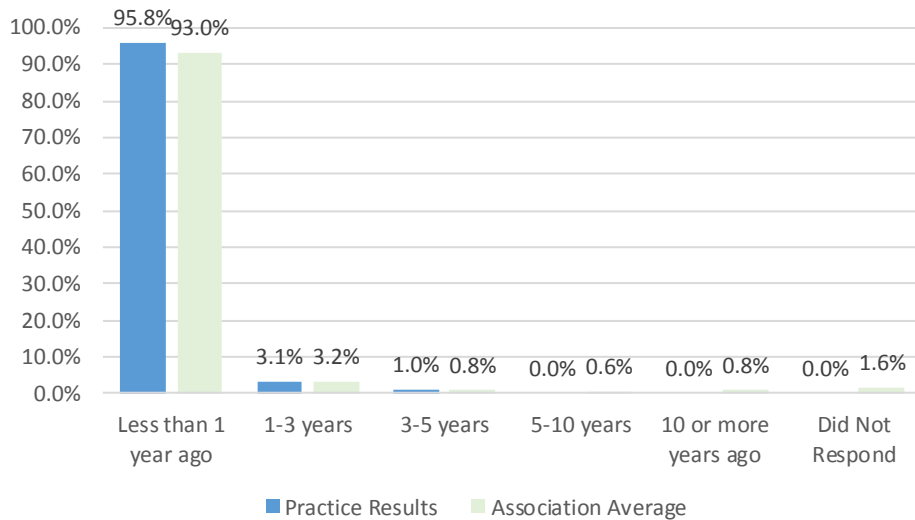
Question 2 How long have you been a patient of this GP practice?

Response	Practice Results	Practice Percentage	Association Average
Less than 1 year	23	24.0%	10.0%
1-3 years	43	44.8%	14.8%
3-5 years	23	24.0%	14.7%
5-10 years	3	3.1%	21.0%
10 or more years	3	3.1%	38.3%
Did Not Respond	1	1.0%	1.2%



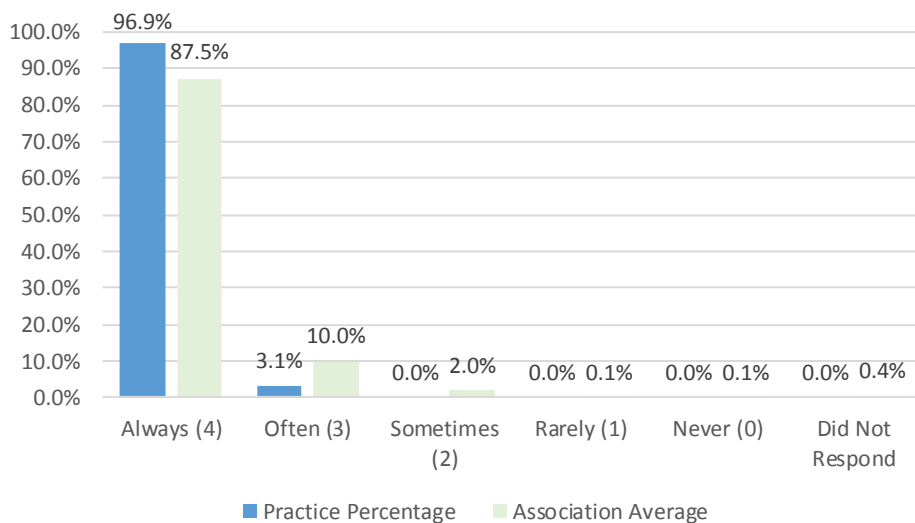
Question 3 Before today, when was the last time you attended this practice?

Response	Practice Results	Practice Percentage	Association Average
Less than 1 year ago	92	95.8%	93.0%
1-3 years	3	3.1%	3.2%
3-5 years	1	1.0%	0.8%
5-10 years	0	0.0%	0.6%
10 or more years ago	0	0.0%	0.8%
Did Not Respond	0	0.0%	1.6%



Question 4 Do you find the receptionists at this GP practice helpful?

Response	Practice Results	Practice Percentage	Association Average
Always (4)	93	96.9%	87.5%
Often (3)	3	3.1%	10.0%
Sometimes (2)	0	0.0%	2.0%
Rarely (1)	0	0.0%	0.1%
Never (0)	0	0.0%	0.1%
Did Not Respond	0	0.0%	0.4%

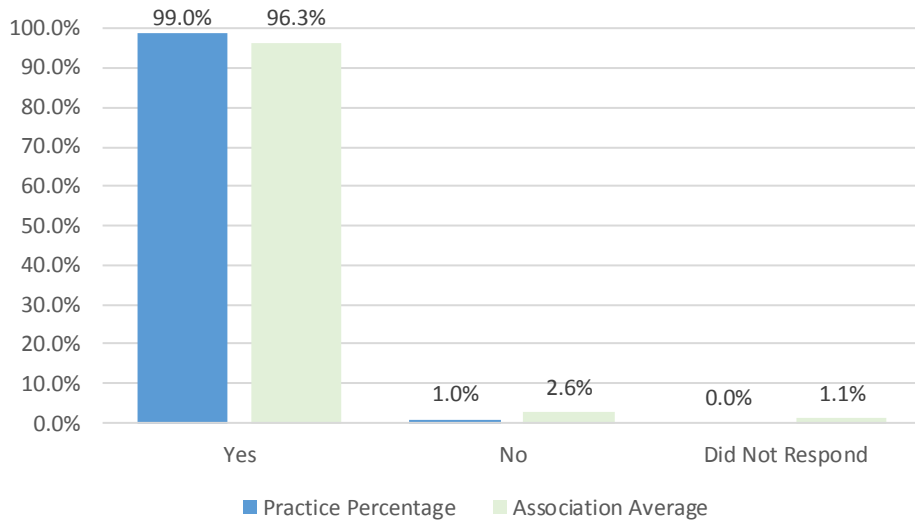


Practice Average Score: 3.97

Association Average Score: 3.86

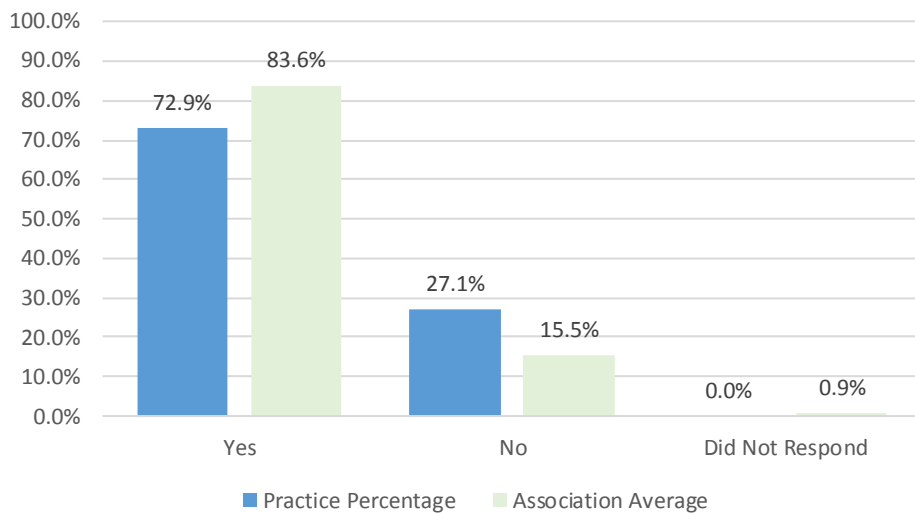
Question 5 Do you find the waiting room well set up and comfortable?

Response	Practice Results	Practice Percentage	Association Average
Yes	95	99.0%	96.3%
No	1	1.0%	2.6%
Did Not Respond	0	0.0%	1.1%



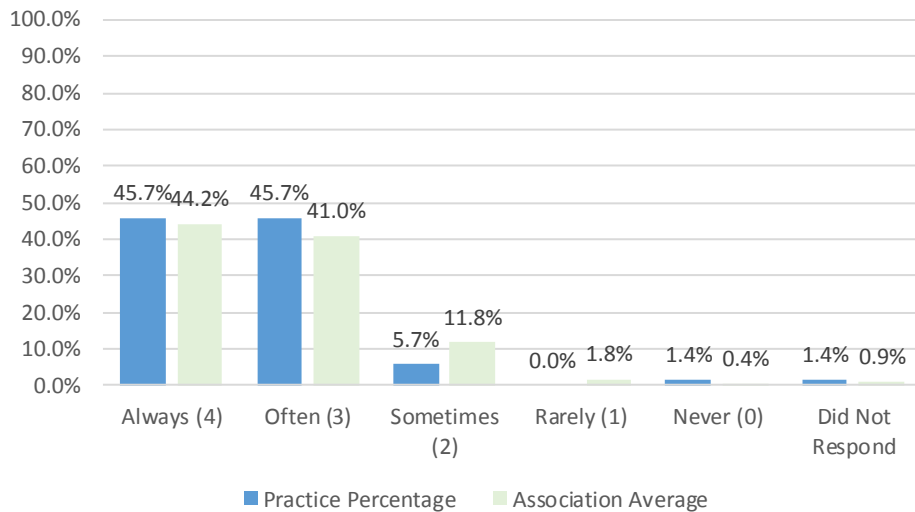
Question 6 Do you have a usual GP at this practice you prefer to see?

Response	Practice Results	Practice Percentage	Association Average
Yes	70	72.9%	83.6%
No	26	27.1%	15.5%
Did Not Respond	0	0.0%	0.9%



Question 7 Can you get an appointment to see the usual GP you prefer when you would like to?

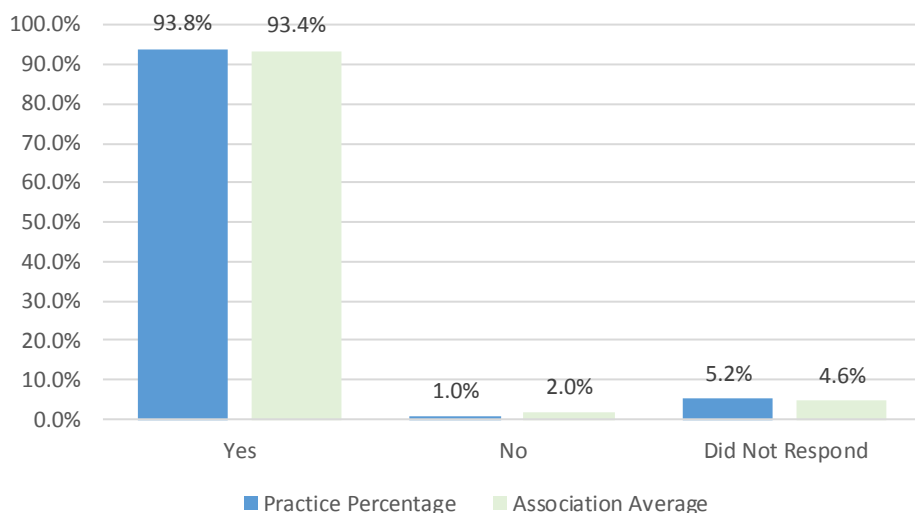
Response	Practice Results	Practice Percentage	Association Average
Always (4)	32	45.7%	44.2%
Often (3)	32	45.7%	41.0%
Sometimes (2)	4	5.7%	11.8%
Rarely (1)	0	0.0%	1.8%
Never (0)	1	1.4%	0.4%
Did Not Respond	1	1.4%	0.9%



Practice Average Score: 3.31
Association Average Score: 3.27

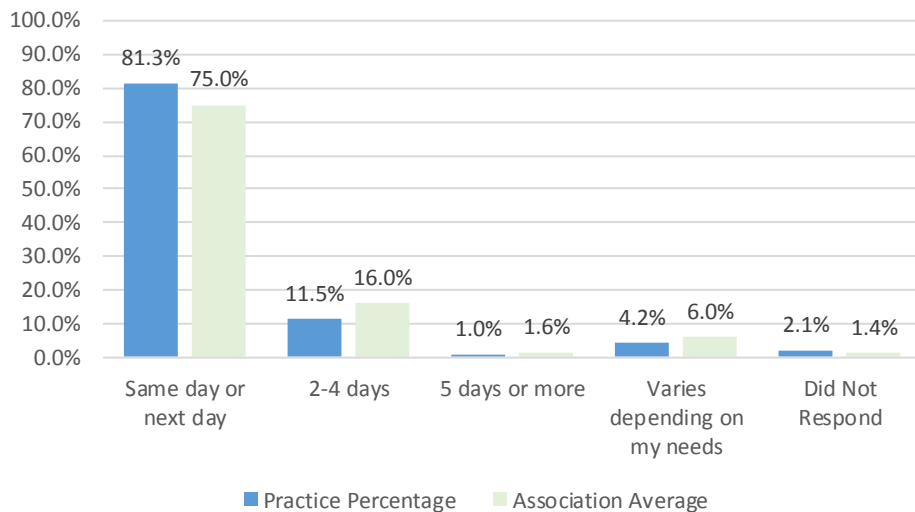
Question 8 When you have seen more than one GP at this practice, do they have access to the information necessary to provide your care?

Response	Practice Results	Practice Percentage	Association Average
Yes	90	93.8%	93.4%
No	1	1.0%	2.0%
Did Not Respond	5	5.2%	4.6%



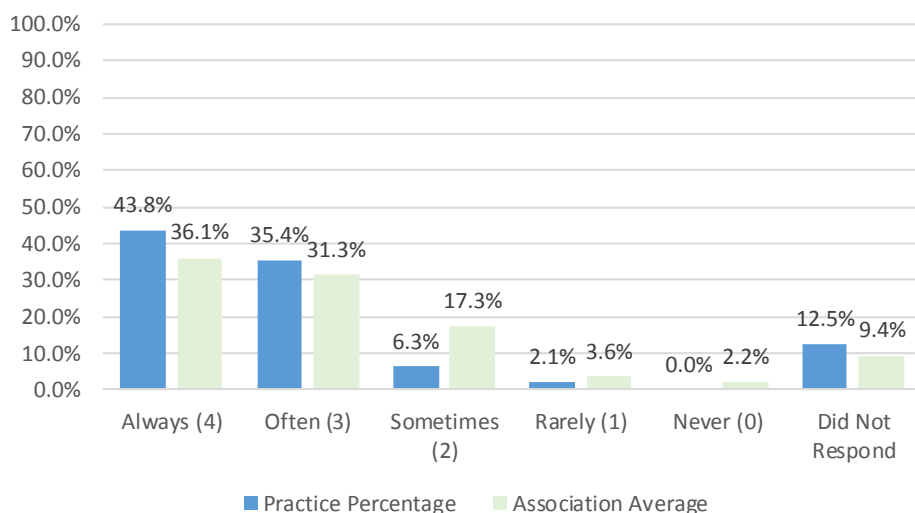
Question 9 How soon can you usually get an appointment with *any* GP at this GP practice?

Response	Practice Results	Practice Percentage	Association Average
Same day or next day	78	81.3%	75.0%
2-4 days	11	11.5%	16.0%
5 days or more	1	1.0%	1.6%
Varies depending on my needs	4	4.2%	6.0%
Did Not Respond	2	2.1%	1.4%



Question 10 If you need to speak to a GP urgently, are they easily contactable by telephone?

Response	Practice Results	Practice Percentage	Association Average
Always (4)	42	43.8%	36.1%
Often (3)	34	35.4%	31.3%
Sometimes (2)	6	6.3%	17.3%
Rarely (1)	2	2.1%	3.6%
Never (0)	0	0.0%	2.2%
Did Not Respond	12	12.5%	9.4%

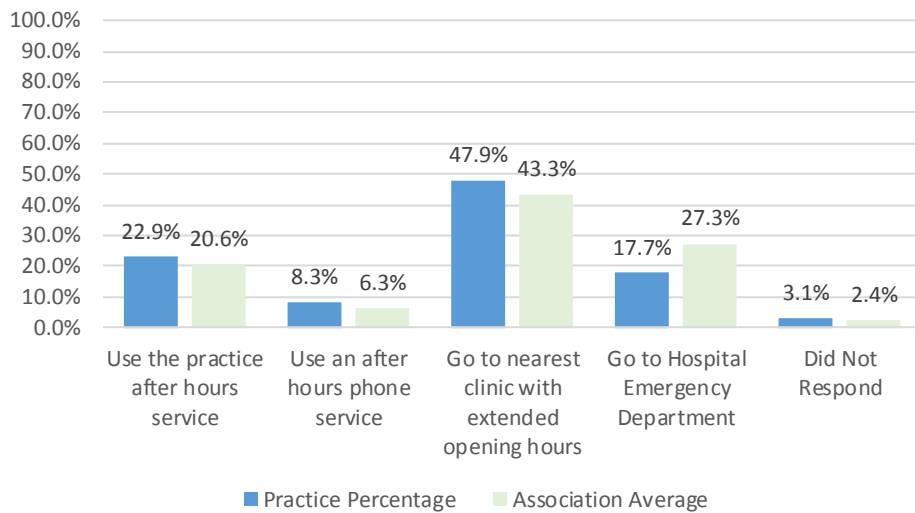


Practice Average Score: 3.38

Association Average Score: 3.06

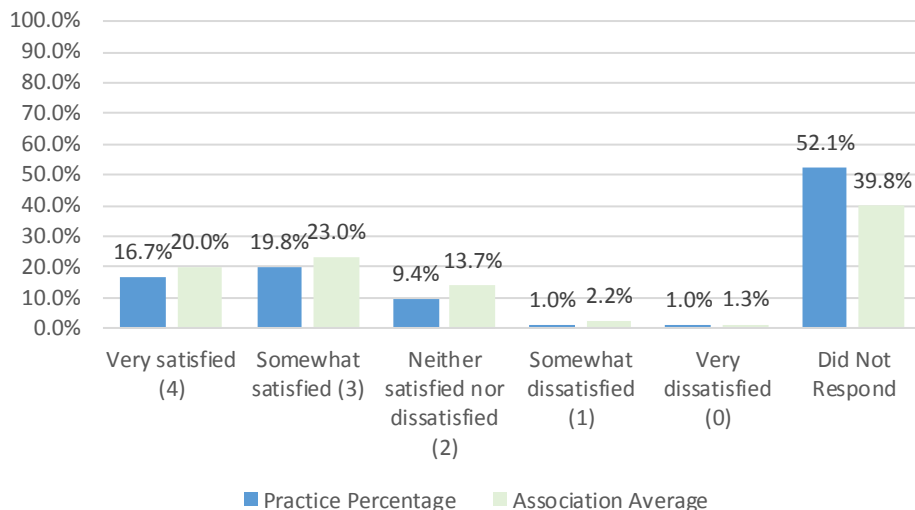
Question 11 What action would you take if you were unwell and the practice was closed?

Response	Practice Results	Practice Percentage	Association Average
Use the practice after hours service	22	22.9%	20.6%
Use an after hours phone service	8	8.3%	6.3%
Go to nearest clinic with extended opening hours	46	47.9%	43.3%
Go to Hospital Emergency Department	17	17.7%	27.3%
Did Not Respond	3	3.1%	2.4%



Question 12 If you have used an after hours service, how satisfied were you with the care provided?

Response	Practice Results	Practice Percentage	Association Average
Very satisfied (4)	16	16.7%	20.0%
Somewhat satisfied (3)	19	19.8%	23.0%
Neither satisfied nor dissatisfied (2)	9	9.4%	13.7%
Somewhat dissatisfied (1)	1	1.0%	2.2%
Very dissatisfied (0)	1	1.0%	1.3%
Did Not Respond	50	52.1%	39.8%

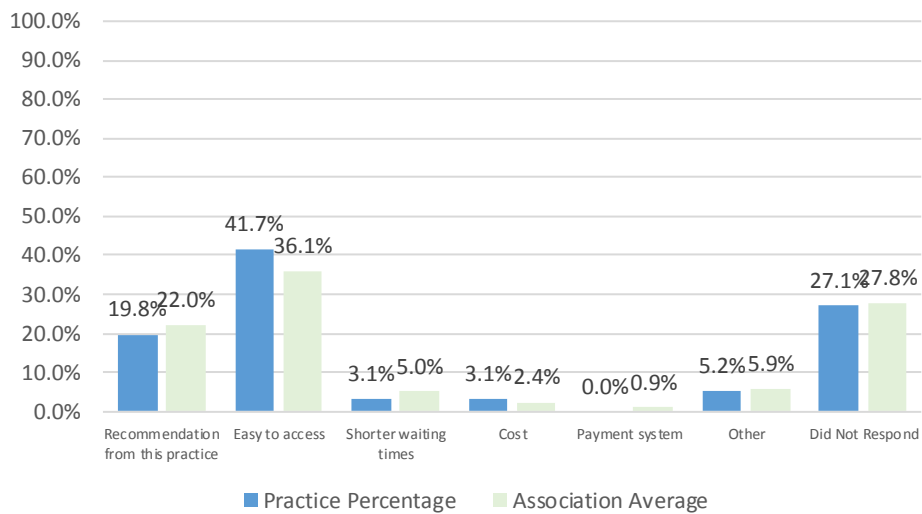


Practice Average Score: 3.04

Association Average Score: 2.97

Question 13 Why would you select the after hours service mentioned in question 11?

Response	Practice Results	Practice Percentage	Association Average
Recommendation from this practice	19	19.8%	22.0%
Easy to access	40	41.7%	36.1%
Shorter waiting times	3	3.1%	5.0%
Cost	3	3.1%	2.4%
Payment system	0	0.0%	0.9%
Other	5	5.2%	5.9%
Did Not Respond	26	27.1%	27.8%

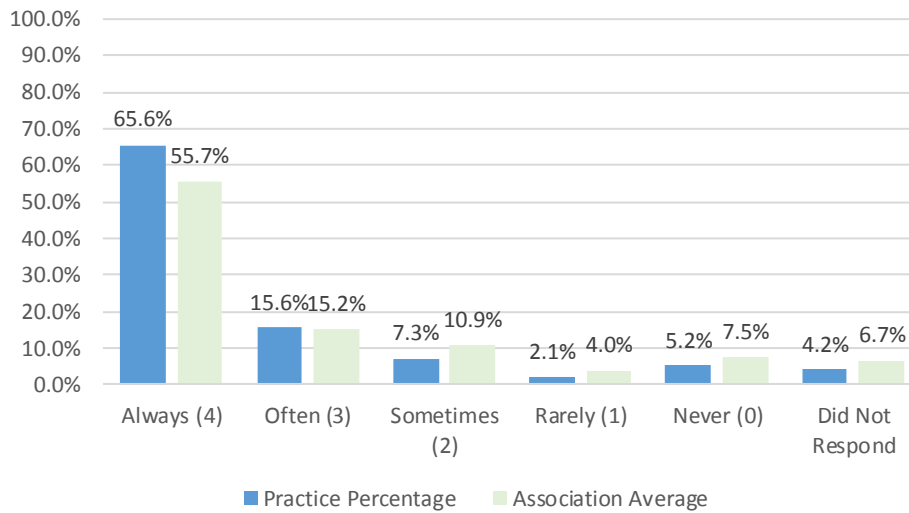


Other reasons given by respondents for selecting the after hours service:

- Needed stitches to bind wound
- Normal GP and always great service
- To see a doctor
- If I need help after hours, then its available
- Home visits are easier with kids.

Question 14 Does this practice inform you of appointment costs or any associated treatment costs beforehand?

Response	Practice Results	Practice Percentage	Association Average
Always (4)	63	65.6%	55.7%
Often (3)	15	15.6%	15.2%
Sometimes (2)	7	7.3%	10.9%
Rarely (1)	2	2.1%	4.0%
Never (0)	5	5.2%	7.5%
Did Not Respond	4	4.2%	6.7%

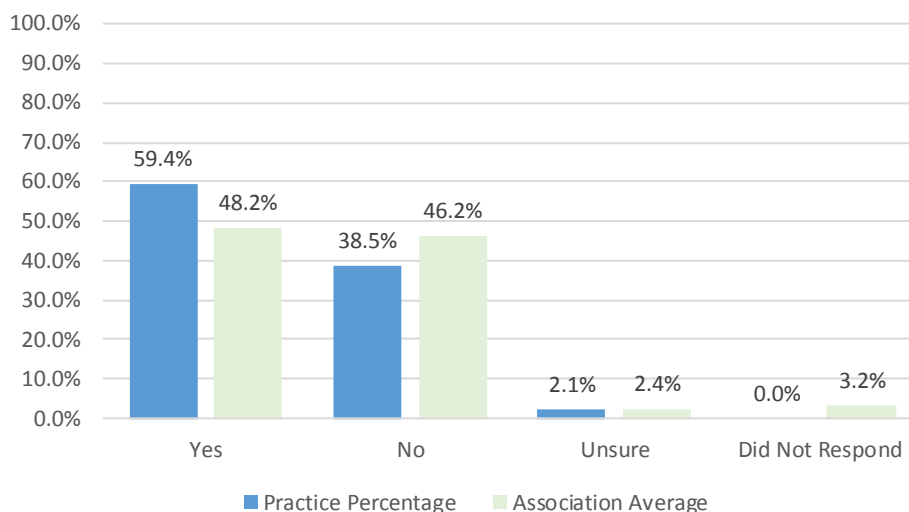


Practice Average Score: 3.40

Association Average Score: 3.14

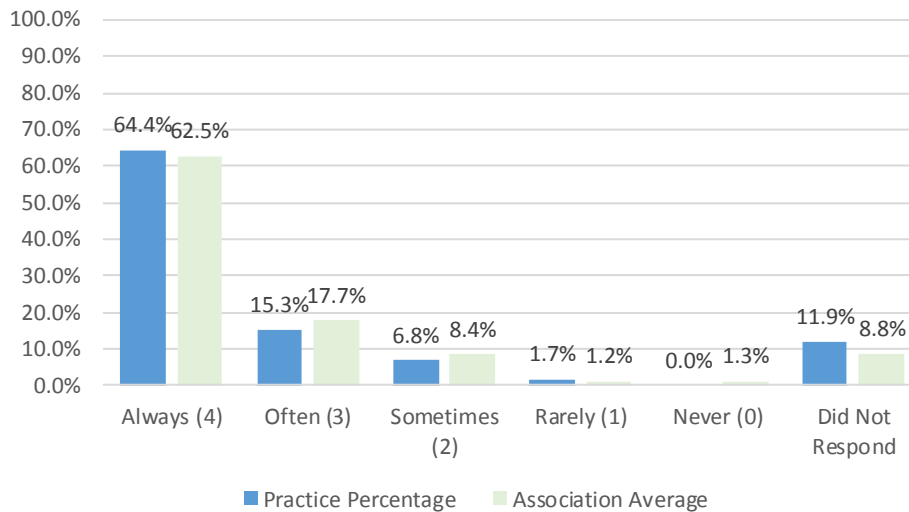
Question 15 Have you received care from other healthcare providers in the previous 12 months?

Response	Practice Results	Practice Percentage	Association Average
Yes	57	59.4%	48.2%
No	37	38.5%	46.2%
Unsure	2	2.1%	2.4%
Did Not Respond	0	0.0%	3.2%



Question 16 Did the other health care providers receive the information necessary to provide your care?

Response	Practice Results	Practice Percentage	Association Average
Always (4)	38	64.4%	62.5%
Often (3)	9	15.3%	17.7%
Sometimes (2)	4	6.8%	8.4%
Rarely (1)	1	1.7%	1.2%
Never (0)	0	0.0%	1.3%
Did Not Respond	7	11.9%	8.8%

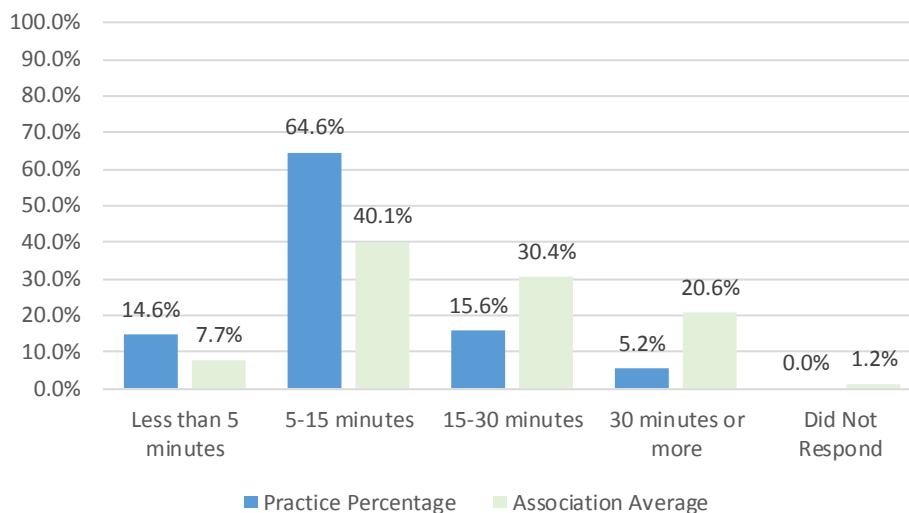


Practice Average Score: 3.62

Association Average Score: 3.52

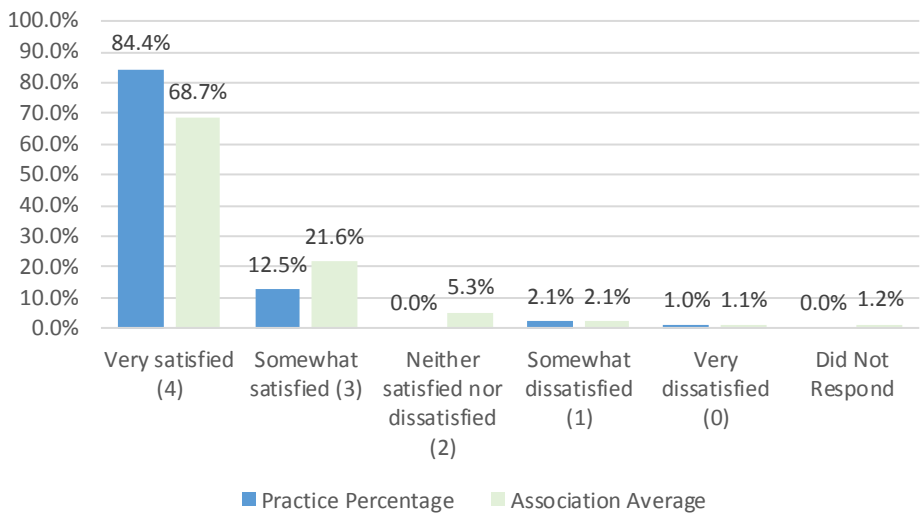
Question 17 How long did you wait to see the GP after your scheduled appointment?

Response	Practice Results	Practice Percentage	Association Average
Less than 5 minutes	14	14.6%	7.7%
5-15 minutes	62	64.6%	40.1%
15-30 minutes	15	15.6%	30.4%
30 minutes or more	5	5.2%	20.6%
Did Not Respond	0	0.0%	1.2%



Question 18 Were you satisfied with the length of your appointment?

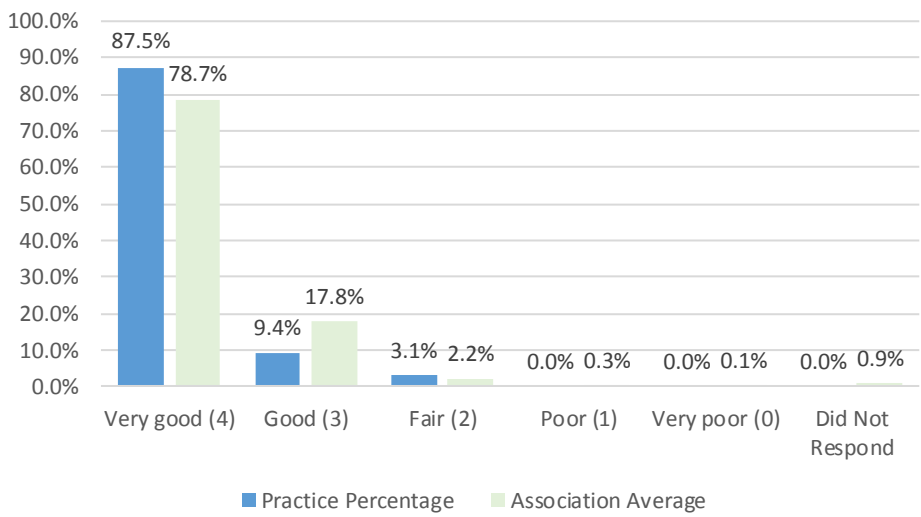
Response	Practice Results	Practice Percentage	Association Average
Very satisfied (4)	81	84.4%	68.7%
Somewhat satisfied (3)	12	12.5%	21.6%
Neither satisfied nor dissatisfied (2)	0	0.0%	5.3%
Somewhat dissatisfied (1)	2	2.1%	2.1%
Very dissatisfied (0)	1	1.0%	1.1%
Did Not Respond	0	0.0%	1.2%



Practice Average Score: 3.77
Association Average Score: 3.58

Question 19 Thinking about the care you received at your last appointment, how good was the GP at understanding and responding to what you were saying?

Response	Practice Results	Practice Percentage	Association Average
Very good (4)	84	87.5%	78.7%
Good (3)	9	9.4%	17.8%
Fair (2)	3	3.1%	2.2%
Poor (1)	0	0.0%	0.3%
Very poor (0)	0	0.0%	0.1%
Did Not Respond	0	0.0%	0.9%

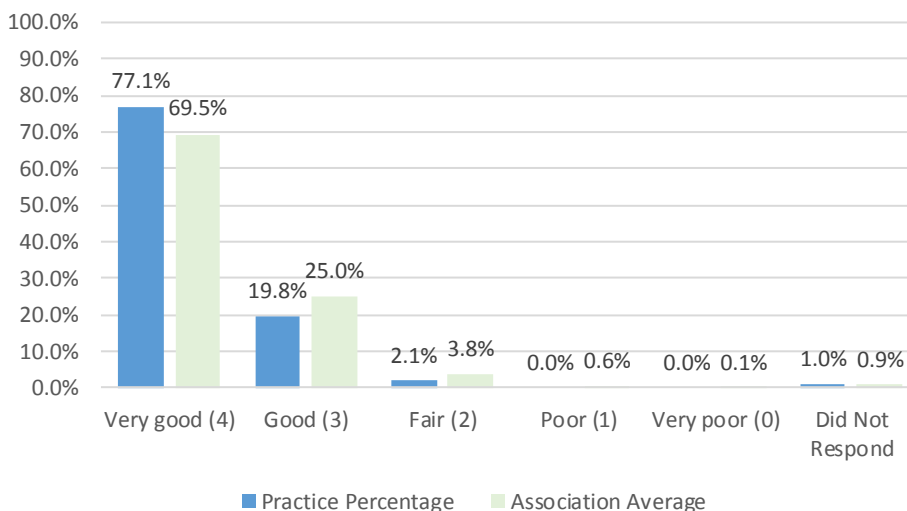


Practice Average Score: 3.84
Association Average Score: 3.77

Question 20

Thinking about the care you received at your last appointment, how good was the GP at encouraging you to ask questions and answered them to your satisfaction?

Response	Practice Results	Practice Percentage	Association Average
Very good (4)	74	77.1%	69.5%
Good (3)	19	19.8%	25.0%
Fair (2)	2	2.1%	3.8%
Poor (1)	0	0.0%	0.6%
Very poor (0)	0	0.0%	0.1%
Did Not Respond	1	1.0%	0.9%



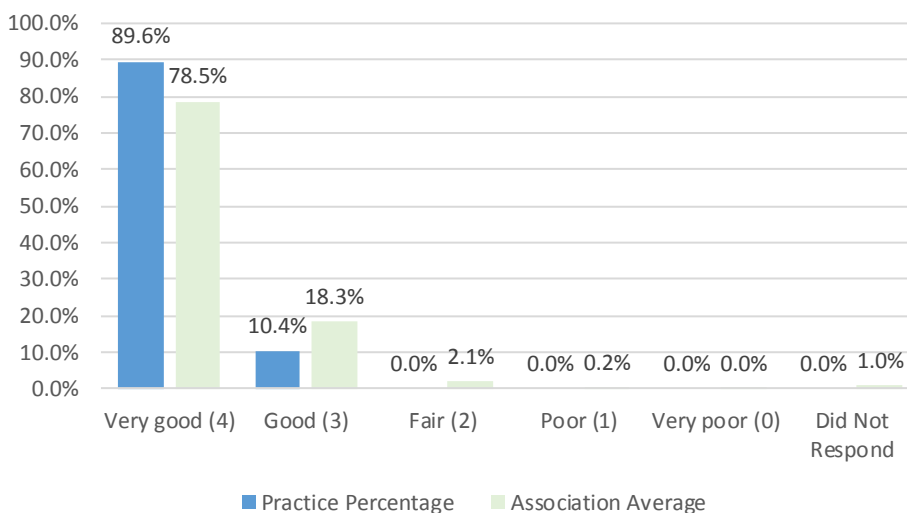
Practice Average Score: 3.76

Association Average Score: 3.66

Question 21

Thinking about the care you received at your last appointment, how good was the GP at treating you with care and concern?

Response	Practice Results	Practice Percentage	Association Average
Very good (4)	86	89.6%	78.5%
Good (3)	10	10.4%	18.3%
Fair (2)	0	0.0%	2.1%
Poor (1)	0	0.0%	0.2%
Very poor (0)	0	0.0%	0.0%
Did Not Respond	0	0.0%	1.0%

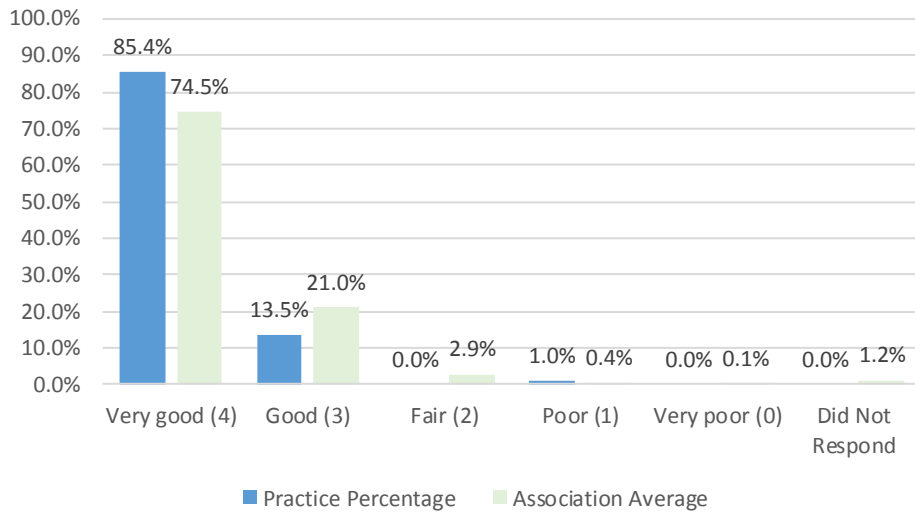


Practice Average Score: 3.90

Association Average Score: 3.78

Question 22 Thinking about care you received at your last appointment, how good was the GP at involving you in decisions about your care?

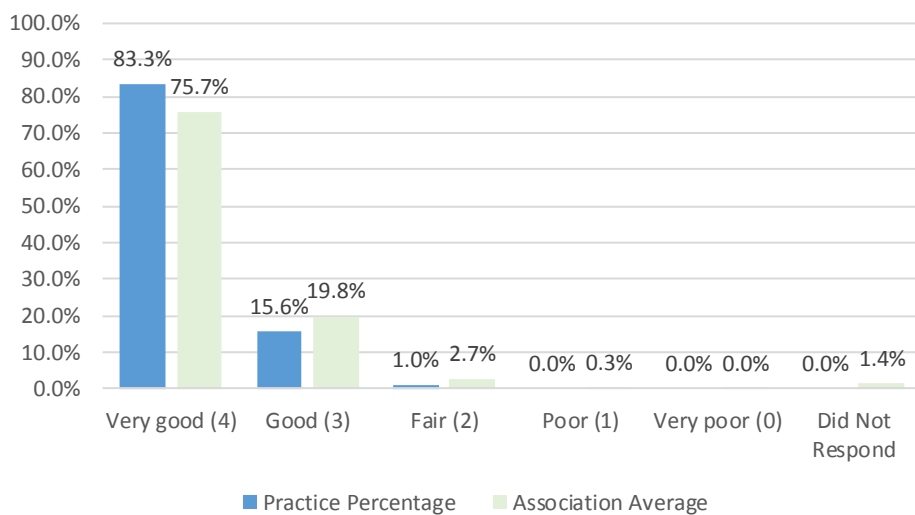
Response	Practice Results	Practice Percentage	Association Average
Very good (4)	82	85.4%	74.5%
Good (3)	13	13.5%	21.0%
Fair (2)	0	0.0%	2.9%
Poor (1)	1	1.0%	0.4%
Very poor (0)	0	0.0%	0.1%
Did Not Respond	0	0.0%	1.2%



Practice Average Score: 3.83
Association Average Score: 3.72

Question 23 Thinking about the care you received at your last appointment, how good was the GP at explaining tests and treatments?

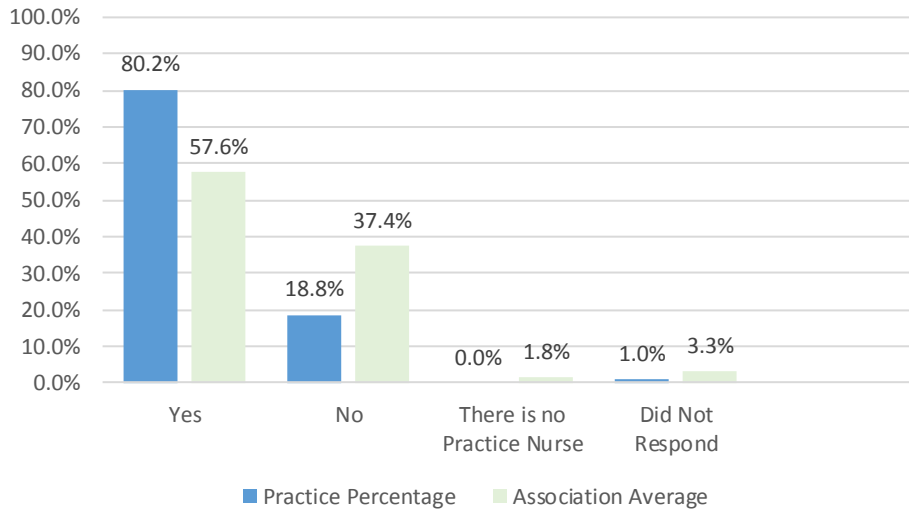
Response	Practice Results	Practice Percentage	Association Average
Very good (4)	80	83.3%	75.7%
Good (3)	15	15.6%	19.8%
Fair (2)	1	1.0%	2.7%
Poor (1)	0	0.0%	0.3%
Very poor (0)	0	0.0%	0.0%
Did Not Respond	0	0.0%	1.4%



Practice Average Score: 3.82
Association Average Score: 3.74

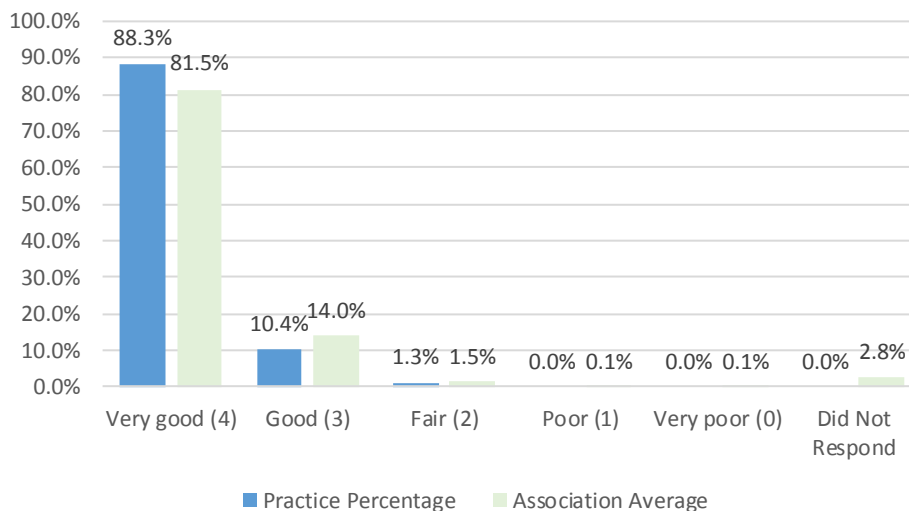
Question 24 Have you seen a Practice Nurse at this GP practice?

Response	Practice Results	Practice Percentage	Association Average
Yes	77	80.2%	57.6%
No	18	18.8%	37.4%
There is no Practice Nurse	0	0.0%	1.8%
Did Not Respond	1	1.0%	3.3%



Question 25 Thinking about the care you received when you last saw the nurse at this GP practice, how good was the Nurse at hearing and understanding?

Response	Practice Results	Practice Percentage	Association Average
Very good (4)	68	88.3%	81.5%
Good (3)	8	10.4%	14.0%
Fair (2)	1	1.3%	1.5%
Poor (1)	0	0.0%	0.1%
Very poor (0)	0	0.0%	0.1%
Did Not Respond	0	0.0%	2.8%

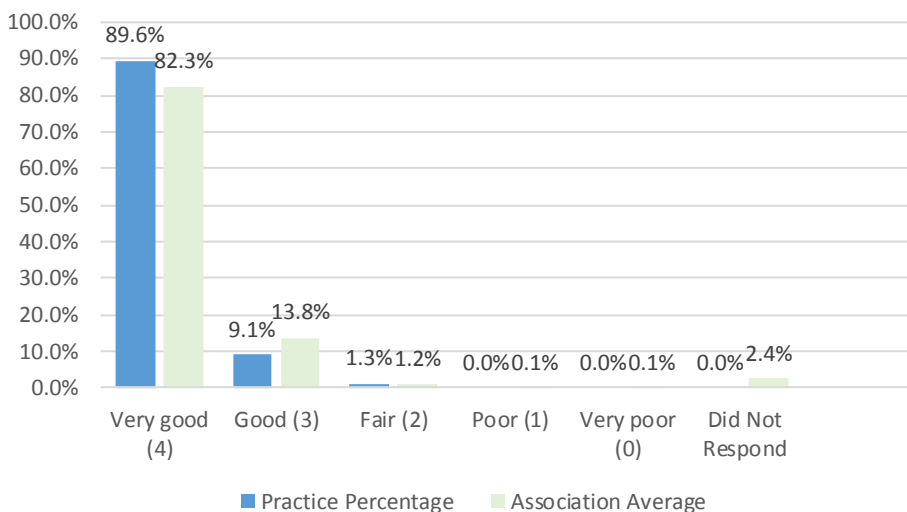


Practice Average Score: 3.87

Association Average Score: 3.82

Question 26 Thinking about the care you received when you last saw the nurse at this GP practice, how good was the *Nurse* at treating you with care and concern?

Response	Practice Results	Practice Percentage	Association Average
Very good (4)	69	89.6%	82.3%
Good (3)	7	9.1%	13.8%
Fair (2)	1	1.3%	1.2%
Poor (1)	0	0.0%	0.1%
Very poor (0)	0	0.0%	0.1%
Did Not Respond	0	0.0%	2.4%

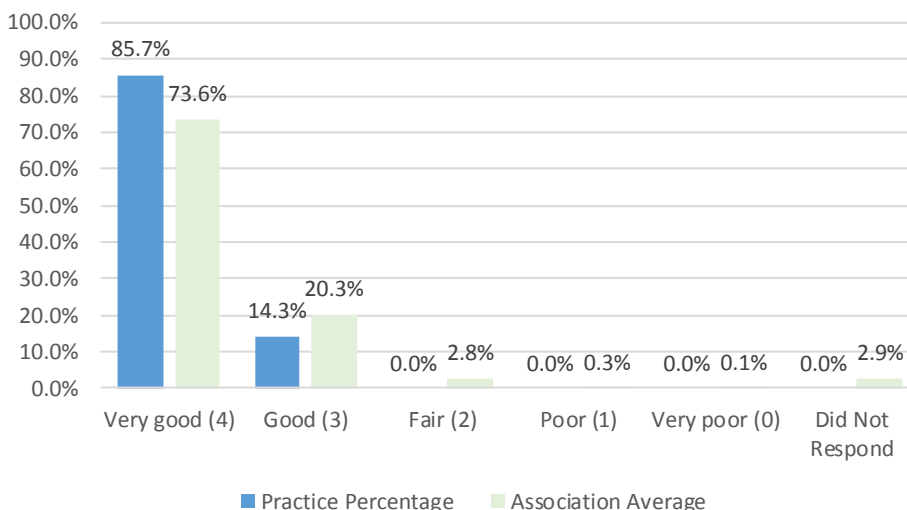


Practice Average Score: 3.88

Association Average Score: 3.83

Question 27 Thinking about the care you received when you last saw the nurse at this GP practice, how good was the *Nurse* at encouraging you to ask questions and answered them to your satisfaction?

Response	Practice Results	Practice Percentage	Association Average
Very good (4)	66	85.7%	73.6%
Good (3)	11	14.3%	20.3%
Fair (2)	0	0.0%	2.8%
Poor (1)	0	0.0%	0.3%
Very poor (0)	0	0.0%	0.1%
Did Not Respond	0	0.0%	2.9%

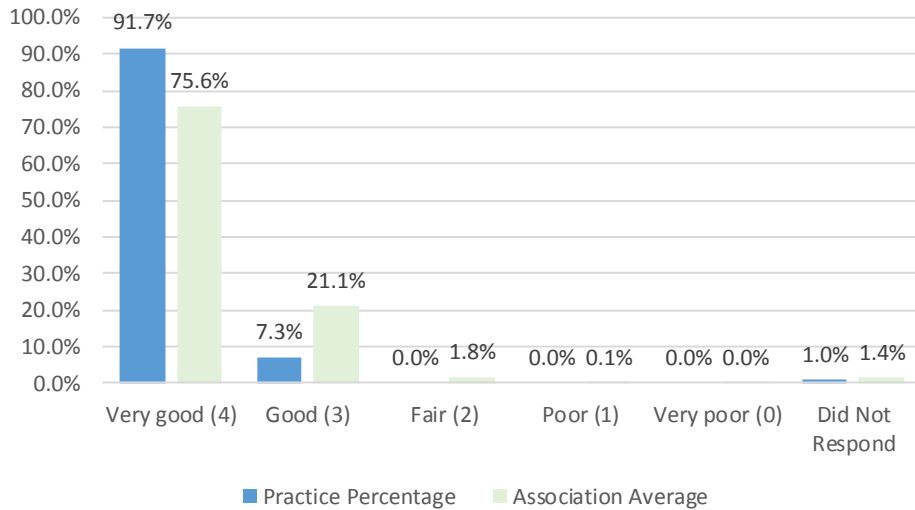


Practice Average Score: 3.86

Association Average Score: 3.73

Question 28 Thinking about the care you receive overall, how good is the practice at understanding your health needs?

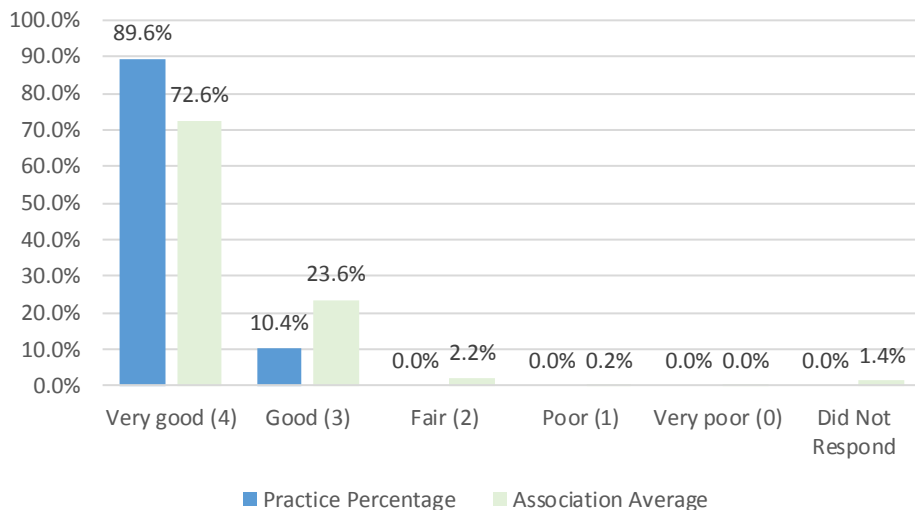
Response	Practice Results	Practice Percentage	Association Average
Very good (4)	88	91.7%	75.6%
Good (3)	7	7.3%	21.1%
Fair (2)	0	0.0%	1.8%
Poor (1)	0	0.0%	0.1%
Very poor (0)	0	0.0%	0.0%
Did Not Respond	1	1.0%	1.4%



Practice Average Score: 3.93
Association Average Score: 3.76

Question 29 Thinking about the care you receive overall, how good is the practice at working together to manage your health needs?

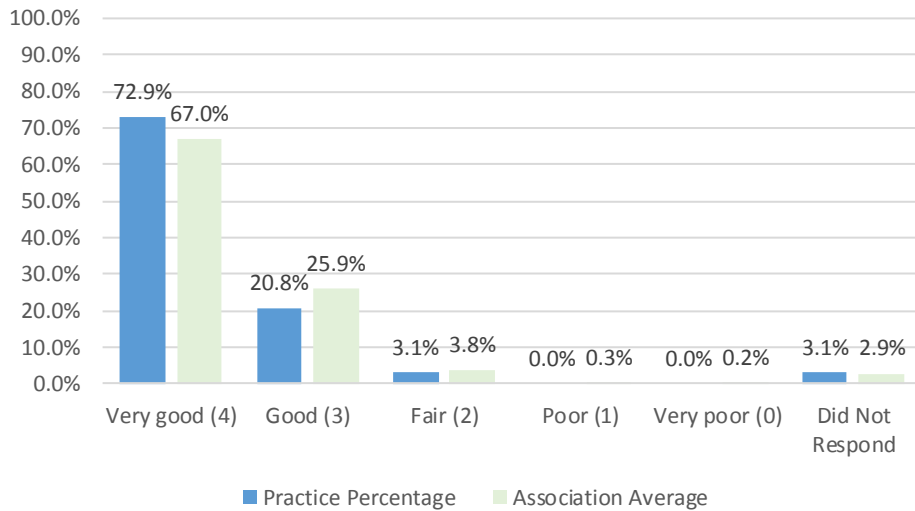
Response	Practice Results	Practice Percentage	Association Average
Very good (4)	86	89.6%	72.6%
Good (3)	10	10.4%	23.6%
Fair (2)	0	0.0%	2.2%
Poor (1)	0	0.0%	0.2%
Very poor (0)	0	0.0%	0.0%
Did Not Respond	0	0.0%	1.4%



Practice Average Score: 3.90
Association Average Score: 3.72

Question 30 Thinking about the care you receive overall, how good is the practice at providing care to prevent sickness and to stay healthy (eg alcohol use, risks of smoking, diet etc)?

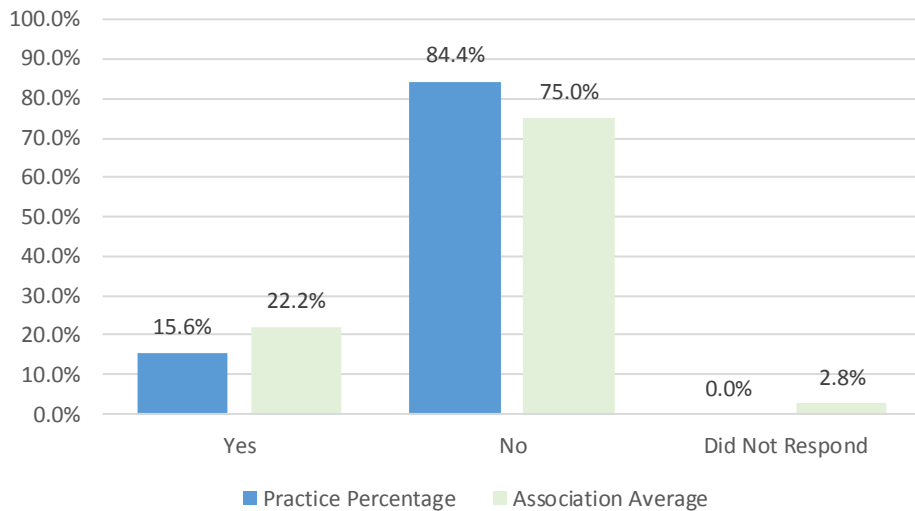
Response	Practice Results	Practice Percentage	Association Average
Very good (4)	70	72.9%	67.0%
Good (3)	20	20.8%	25.9%
Fair (2)	3	3.1%	3.8%
Poor (1)	0	0.0%	0.3%
Very poor (0)	0	0.0%	0.2%
Did Not Respond	3	3.1%	2.9%



Practice Average Score: 3.72
Association Average Score: 3.65

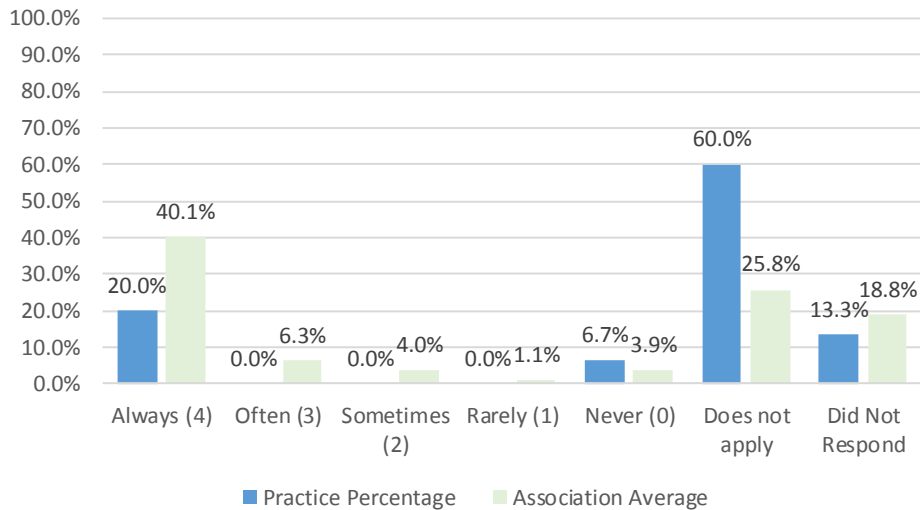
Question 31 Do you speak a language OTHER than English at home?

Response	Practice Results	Practice Percentage	Association Average
Yes	15	15.6%	22.2%
No	81	84.4%	75.0%
Did Not Respond	0	0.0%	2.8%



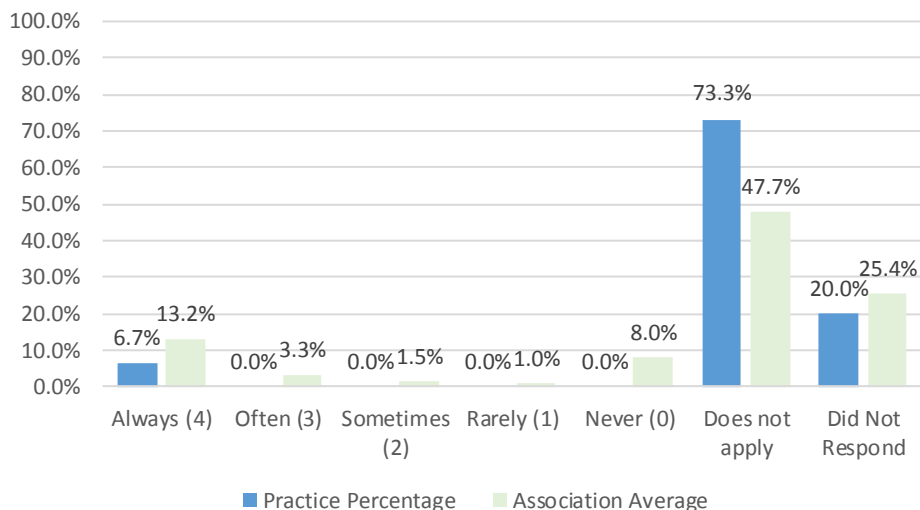
Question 32 Does the GP practice provide you with information in your preferred languages?

Response	Practice Results	Practice Percentage	Association Average
Always (4)	3	20.0%	40.1%
Often (3)	0	0.0%	6.3%
Sometimes (2)	0	0.0%	4.0%
Rarely (1)	0	0.0%	1.1%
Never (0)	1	6.7%	3.9%
Does not apply	9	60.0%	25.8%
Did Not Respond	2	13.3%	18.8%



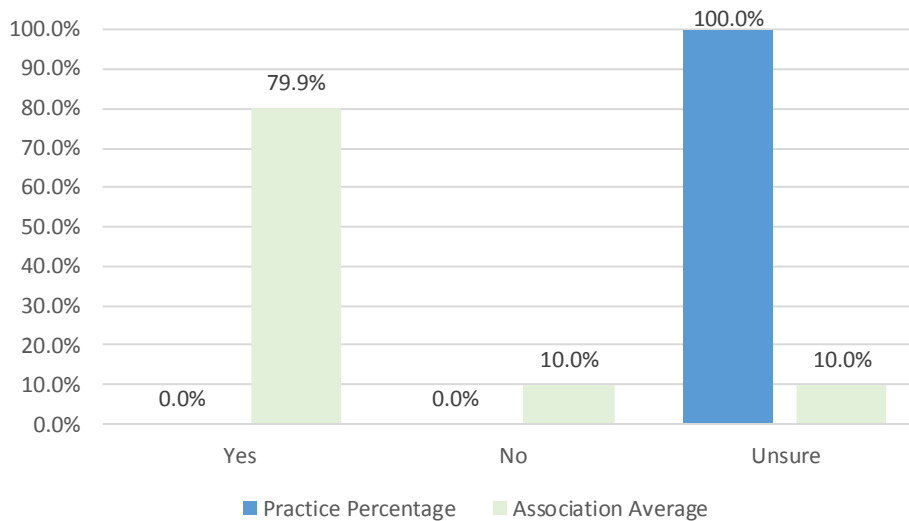
Question 33 Does the GP practice provide you with interpreter services when needed?

Response	Practice Results	Practice Percentage	Association Average
Always (4)	1	6.7%	13.2%
Often (3)	0	0.0%	3.3%
Sometimes (2)	0	0.0%	1.5%
Rarely (1)	0	0.0%	1.0%
Never (0)	0	0.0%	8.0%
Does not apply	11	73.3%	47.7%
Did Not Respond	3	20.0%	25.4%



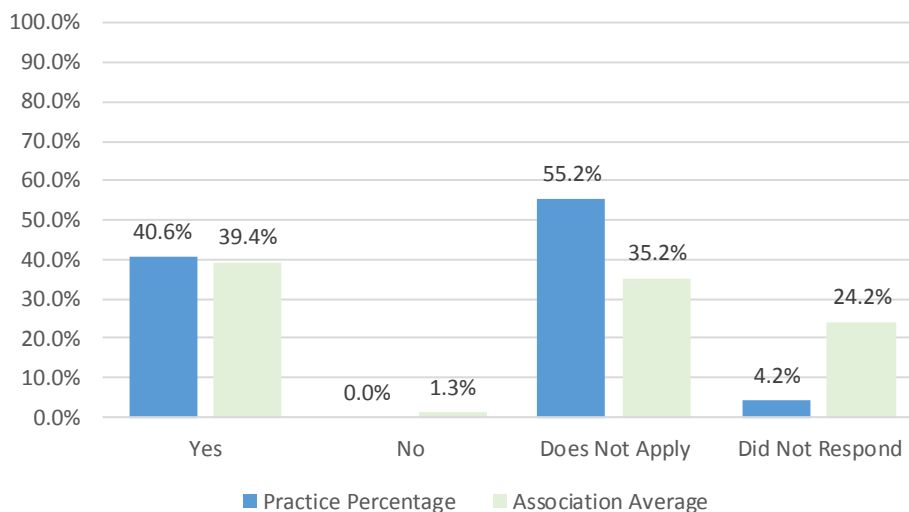
Question 34 Do you feel the interpreter services maintain your privacy?

Response	Practice Results	Practice Percentage	Association Average
Yes	0	0.0%	79.9%
No	0	0.0%	10.0%
Unsure	2	100.0%	10.0%



Question 35 Do you feel this GP practice is sensitive to your cultural needs?

Response	Practice Results	Practice Percentage	Association Average
Yes	39	40.6%	39.4%
No	0	0.0%	1.3%
Does Not Apply	53	55.2%	35.2%
Did Not Respond	4	4.2%	24.2%



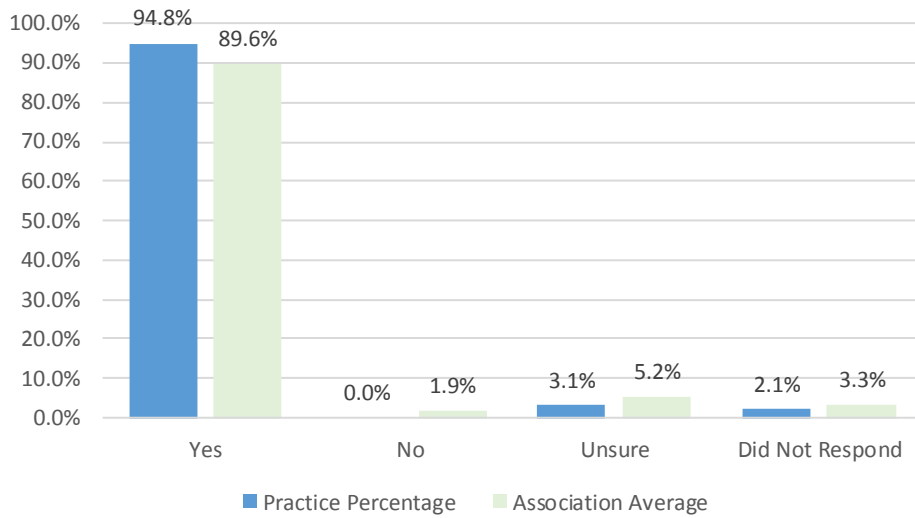
Question 36 Are there any other changes the practice could make to better meet the needs specific to your cultural background?

Responses:

- Up to date magazines
- None – it's great.
- It's ok - so far
- Indian background GP would help
- No changes to practice
- I don't think any changes need to be made

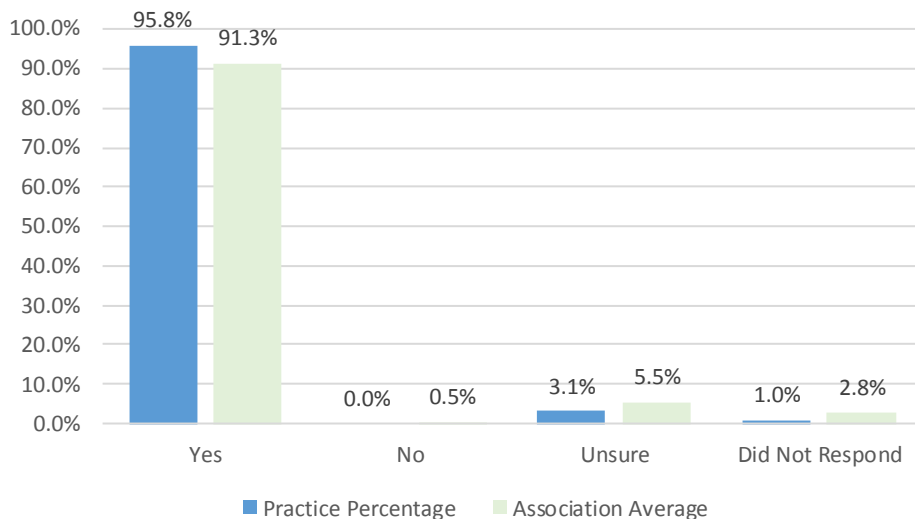
Question 37 Do you think that the physical layout of this GP practice protects your privacy?

Response	Practice Results	Practice Percentage	Association Average
Yes	91	94.8%	89.6%
No	0	0.0%	1.9%
Unsure	3	3.1%	5.2%
Did Not Respond	2	2.1%	3.3%



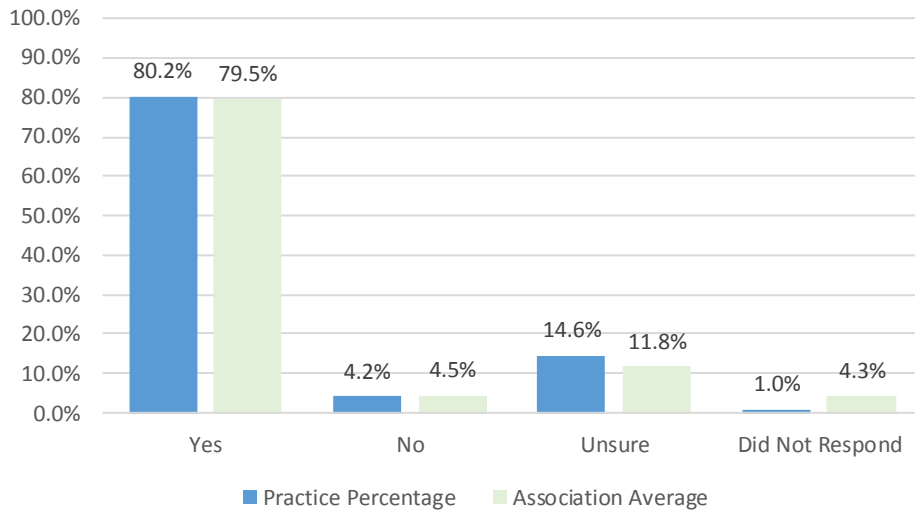
Question 38 Do you feel this GP practice keeps your patient records confidential?

Response	Practice Results	Practice Percentage	Association Average
Yes	92	95.8%	91.3%
No	0	0.0%	0.5%
Unsure	3	3.1%	5.5%
Did Not Respond	1	1.0%	2.8%



Question 39 Do you feel you have the opportunity to make a complaint or provide feedback about our service?

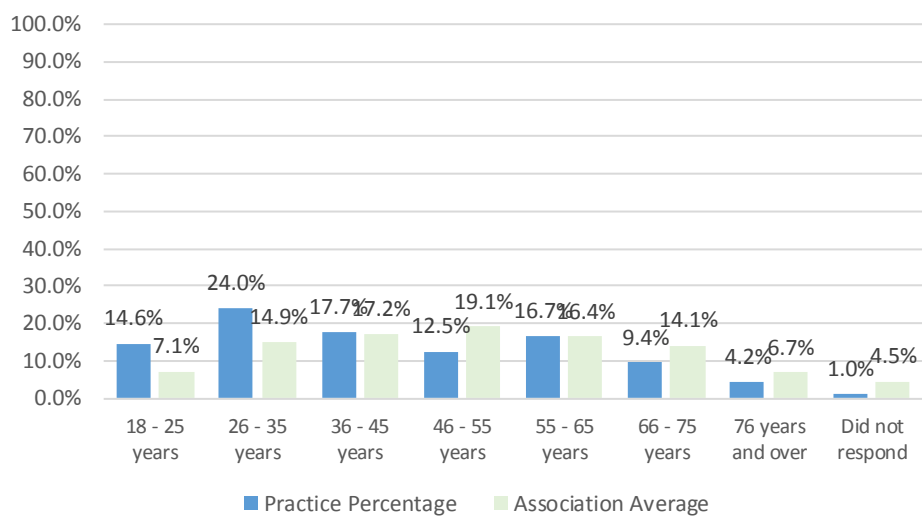
Response	Practice Results	Practice Percentage	Association Average
Yes	77	80.2%	79.5%
No	4	4.2%	4.5%
Unsure	14	14.6%	11.8%
Did Not Respond	1	1.0%	4.3%



Analysis of Demographic Questions

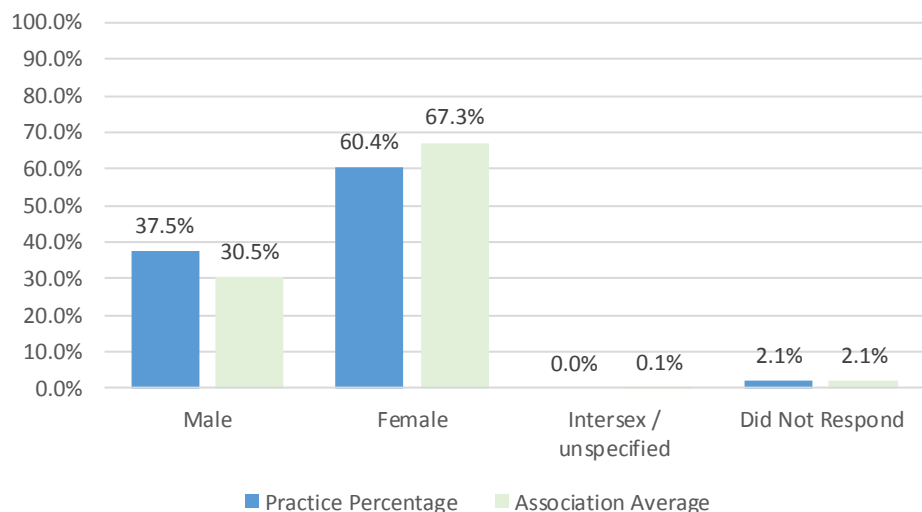
Question 40 Age group

Response	Practice Results	Practice Percentage	Association Average
18 - 25 years	14	14.6%	7.1%
26 - 35 years	23	24.0%	14.9%
36 - 45 years	17	17.7%	17.2%
46 - 55 years	12	12.5%	19.1%
55 - 65 years	16	16.7%	16.4%
66 - 75 years	9	9.4%	14.1%
76 years and over	4	4.2%	6.7%
Did not respond	1	1.0%	4.5%



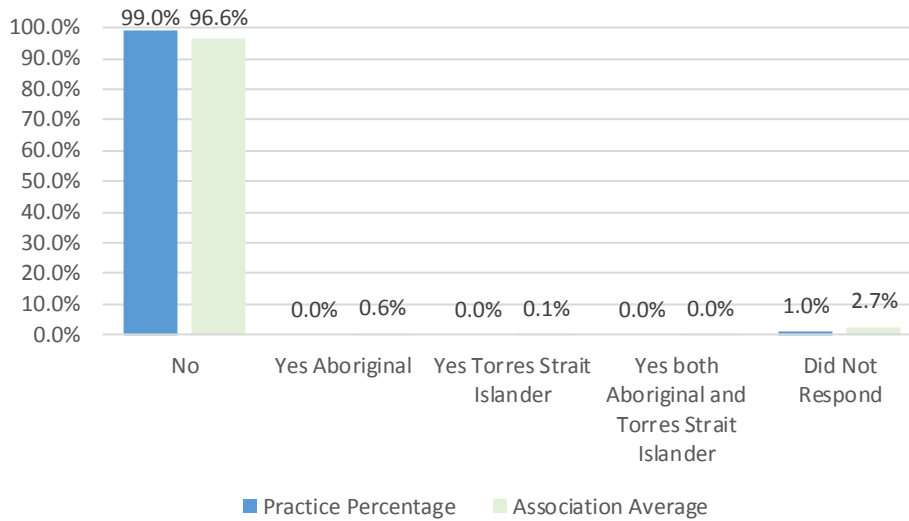
Question 41 Gender

Response	Practice Results	Practice Percentage	Association Average
Male	36	37.5%	30.5%
Female	58	60.4%	67.3%
Intersex / unspecified	0	0.0%	0.1%
Did Not Respond	2	2.1%	2.1%



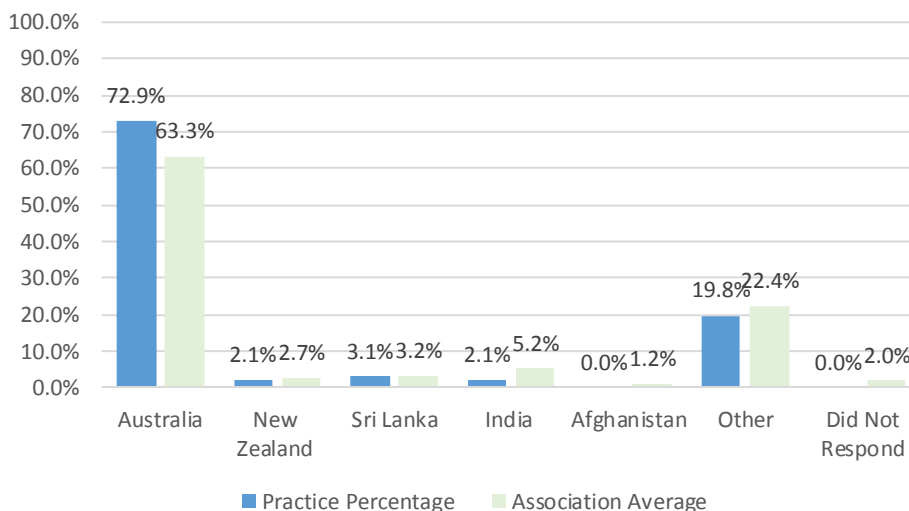
Question 42 Aboriginal or Torres Strait Islander status

Response	Practice Results	Practice Percentage	Association Average
No	95	99.0%	96.6%
Yes Aboriginal	0	0.0%	0.6%
Yes Torres Strait Islander	0	0.0%	0.1%
Yes both Aboriginal and Torres Strait Islander	0	0.0%	0.0%
Did Not Respond	1	1.0%	2.7%



Question 43 Country of birth

Response	Practice Results	Practice Percentage	Association Average
Australia	70	72.9%	63.3%
New Zealand	2	2.1%	2.7%
Sri Lanka	3	3.1%	3.2%
India	2	2.1%	5.2%
Afghanistan	0	0.0%	1.2%
Other	19	19.8%	22.4%
Did Not Respond	0	0.0%	2.0%

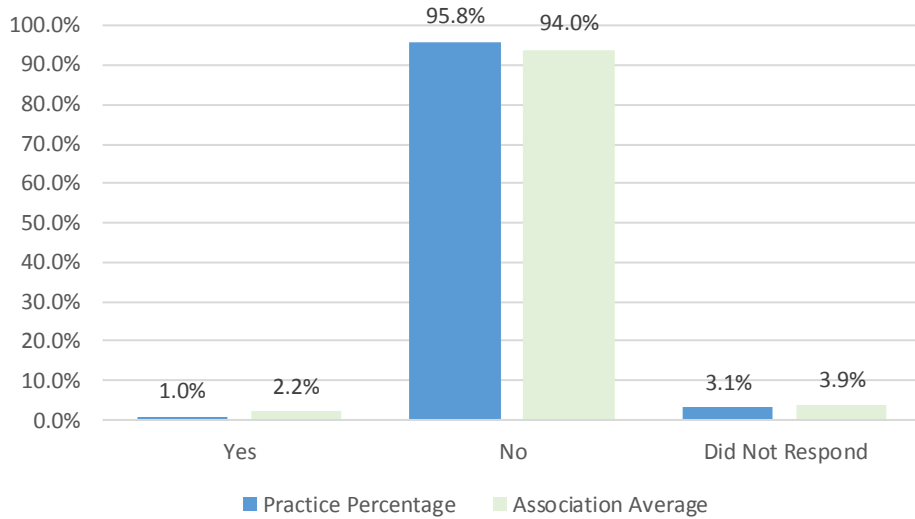


'Other' country of birth, responses given:

- UK (7 respondents)
- Mauritius (2 respondents)
- Germany (2 respondents)
- USA (2 respondents)
- Indonesia (1 respondent)
- Kuwait (1 respondent)
- Samoa (1 respondent)
- Bangladesh (1 respondent)
- Italy (1 respondent)
- Poland (1 respondent)

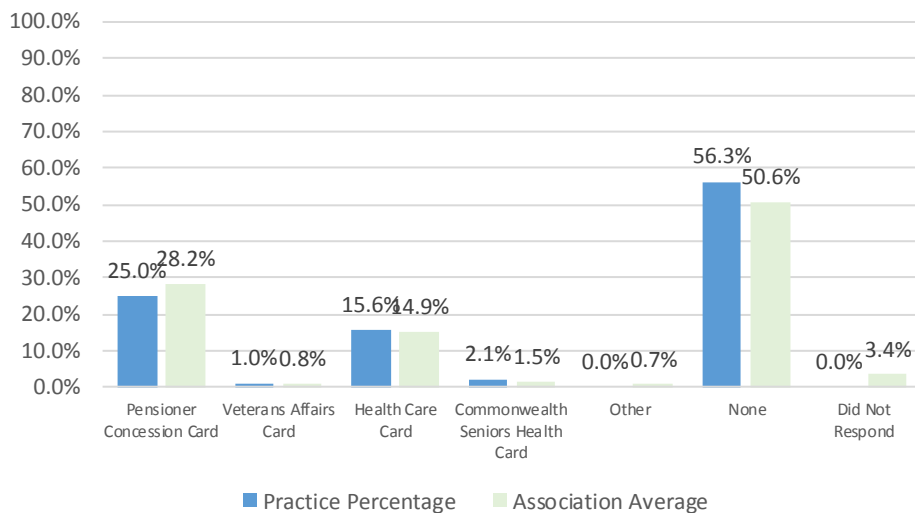
Question 44 Are you a refugee or asylum seeker?

Response	Practice Results	Practice Percentage	Association Average
Yes	1	1.0%	2.2%
No	92	95.8%	94.0%
Did Not Respond	3	3.1%	3.9%



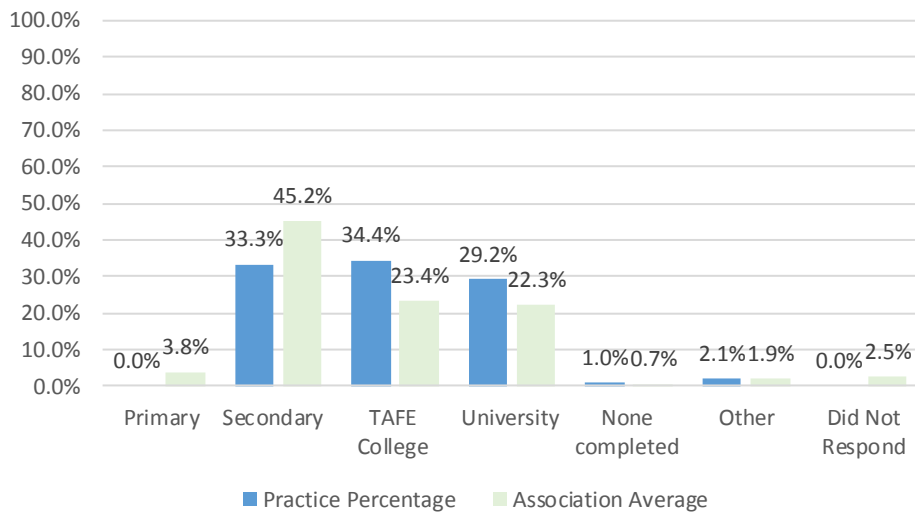
Question 45 Do you hold any of the following concession cards?

Response	Practice Results	Practice Percentage	Association Average
Pensioner Concession Card	24	25.0%	28.2%
Veterans Affairs Card	1	1.0%	0.8%
Health Care Card	15	15.6%	14.9%
Commonwealth Seniors Health Card	2	2.1%	1.5%
Other	0	0.0%	0.7%
None	54	56.3%	50.6%
Did Not Respond	0	0.0%	3.4%



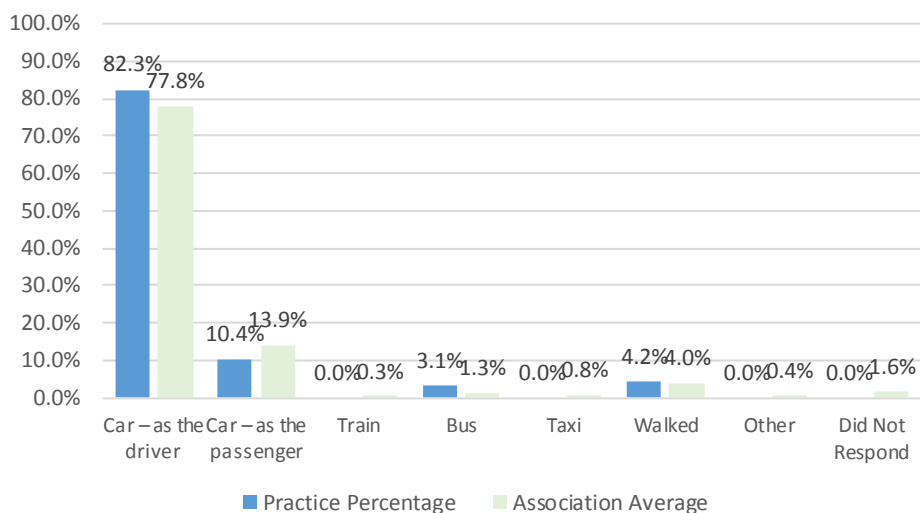
Question 46 What is the highest level of education you have completed?

Response	Practice Results	Practice Percentage	Association Average
Primary	0	0.0%	3.8%
Secondary	32	33.3%	45.2%
TAFE College	33	34.4%	23.4%
University	28	29.2%	22.3%
None completed	1	1.0%	0.7%
Other	2	2.1%	1.9%
Did Not Respond	0	0.0%	2.5%



Question 47 How did you get to the practice today?

Response	Practice Results	Practice Percentage	Association Average
Car – as the driver	79	82.3%	77.8%
Car – as the passenger	10	10.4%	13.9%
Train	0	0.0%	0.3%
Bus	3	3.1%	1.3%
Taxi	0	0.0%	0.8%
Walked	4	4.2%	4.0%
Other	0	0.0%	0.4%
Did Not Respond	0	0.0%	1.6%



Question 48. Any other comments you would like to make about your experience at this GP practice?

Responses:

- Very professional and friendly.
- This practice has very professional staff who provide a high quality of health care advice.
- The staff are highly qualified and friendly. A very well managed practice.
- Very happy with the services provided.
- Always professional.
- Very clean, neat and simple. Keep it up.
- I really like all the staff I have met here they are friendly, helpful and happy to take the time needed.
- Provide fantastic care through these GPs. Feel completely validated no matter what the problem.
- Extremely friendly and helpful, used both GP and practice for my pregnant partner.
- The service provided at this clinic is always caring and professional.
- The staff are really friendly and know my name.
- I've found Drs and staff very nice to speak with and a very efficient practice.
- Always been helpful when children are unwell.
- They are very friendly.
- High customer service.
- It has a warm, friendly and welcoming atmosphere.
- Excellent professionalism by all staff, doctors, medical practitioners. Great to have all services at a one stop centre.
- I think it's the best centre I've been to. Thanks.
- Knowledgeable, friendly staff and doctors.
- Keep up the good work.
- Service and care has been excellent by staff and both of my preferred doctors.
- The best medical practice in the south east, thanks for having such high standards!
- Love this GP. Always caring, accommodating and friendly Drs and nurses. Very Happy.
- Long waiting times with appointment 30+ minutes.
- Excellent from Receptionist to Doctor. Well done.
- Very handy from work and excellent service.
- We have to wait for too long sometimes and often.
- More holistic than my previous GP.
- Keep going the way it is.
- Receptionists are fantastic.
- One of the best GP practices I have been to.
- I find the environment very pleasant, staff friendly and have a lot of trust in the doctor I see.
- Brilliant service.
- I have only praise for this GP practice.
- Very pleased with all aspects of practice.
- Service is very good.
- Very friendly and helpful staff.
- Satisfied with the overall experience. Thanks.
- Service is excellent.
- There could be some recent medical journals at waiting room.
- Great practice, friendly staff. Do a wonderful job treating me and my family.
- Very good GP practice. I would like waiting times reduced.
- Always pleasant and eager to help.
- Just a wonderful, caring team of staff!
- Excellent practice.
- Very professional service and very caring staff as well as helpful.
- Great doctors. Very happy.

Possible Actions

Is this the GP practice you usually attend (Question 1)?

- Promote the benefits of continuity of care
- Advise patients it is important for their care to have all of their medical information at one practice.

Can you get an appointment to see the usual GP you prefer when you would like to? (Question 7)

Consider options for increasing patient access to GPs such as having emergency appointments for each doctor.

If you need to speak to a GP urgently, are they easily contactable by telephone? (Question 10)

Consider the practice's policy in relation to patient phone contact with GPs, for example:

- Can doctors be interrupted during consultations?
- If a doctor is not available is a nurse available to take the call and triage the patient?
- Can the practice block out time during a doctor's session for phone calls?

What action would you take if you were unwell and the practice was closed? (Question 11)

Consider further promotion of the practice's after hours service through:

- Promotional materials:
 - posters
 - fridge magnets
 - brochures
 - verbally
 - patient information sheet
- Highlighting the importance of using the practice's after hours service in terms of:
 - continuity of care
 - comprehensive information in patient health records.

Does this practice inform you of appointment costs or any associated treatment costs beforehand? (Question 14)

Consider ways of improving patients' awareness of appointment expenses / associated treatment expenses, options could include:

- Placing a blurb in the practice's information sheet
- Placing a sign in the waiting room
- Staff verbally telling patients about costs at time of booking of appointments
- Informing patients they will need to check costs of other services if the practice is not aware of costs.

Do you feel you have the opportunity to make a complaint or provide feedback about this practice? (Question 39)

Consider raising patient awareness about options for providing feedback to the practice for example:

- Reminding patients they can make a complaint / give feedback via:
 - Feedback / suggestion box
 - 3 yearly patient feedback survey
 - Other methods.
- Placing a sign in the waiting room encouraging patient feedback.