

**March 2015**  
**Emerald Medical Centre**  
**1 Murphys Way, Emerald, 3782**

**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

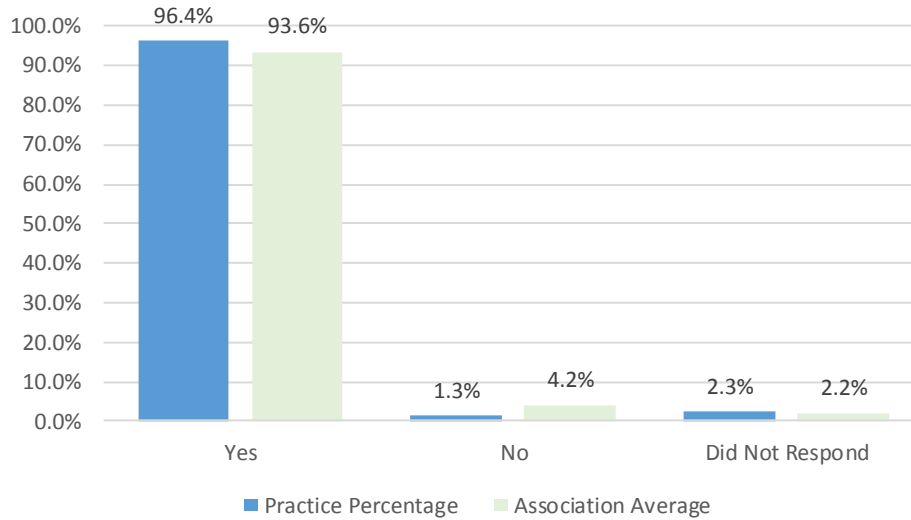
The practice Average score is calculated by adding up the scale scores (which are listed beside each question's response) of the individual practice and dividing by the number of completed questions.

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 = 302

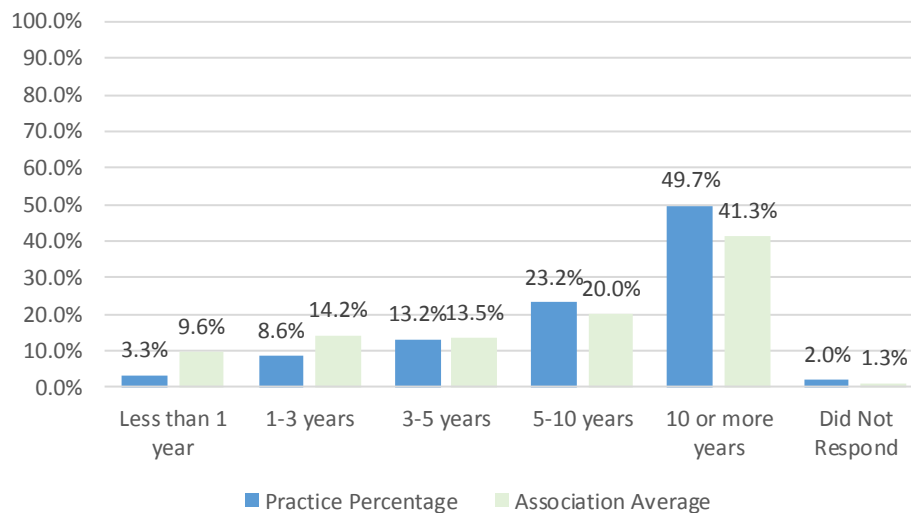
### Question 1 Is this the GP practice you usually attend?

| Response        | Practice Results | Practice Percentage | Association Average |
|-----------------|------------------|---------------------|---------------------|
| Yes             | 291              | 96.4%               | 93.6%               |
| No              | 4                | 1.3%                | 4.2%                |
| Did Not Respond | 7                | 2.3%                | 2.2%                |



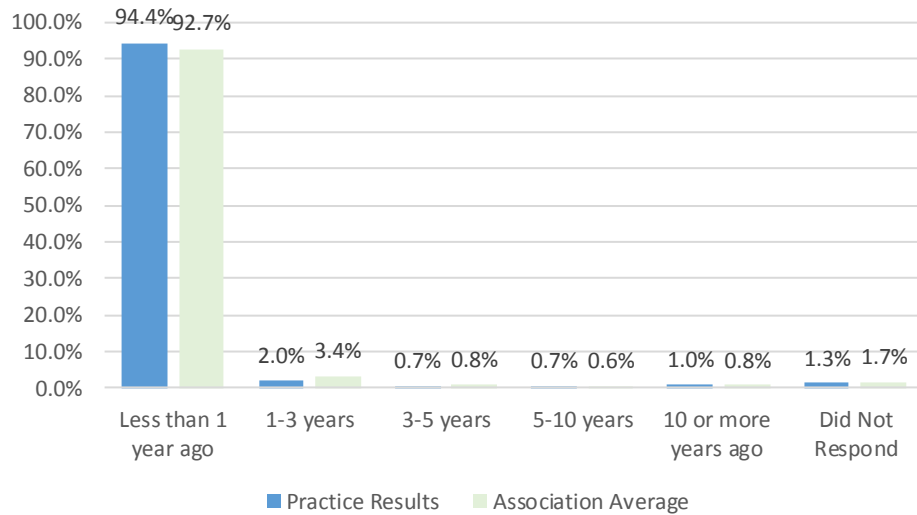
### Question 2 How long have you been a patient of this GP practice?

| Response         | Practice Results | Practice Percentage | Association Average |
|------------------|------------------|---------------------|---------------------|
| Less than 1 year | 10               | 3.3%                | 9.6%                |
| 1-3 years        | 26               | 8.6%                | 14.2%               |
| 3-5 years        | 40               | 13.2%               | 13.5%               |
| 5-10 years       | 70               | 23.2%               | 20.0%               |
| 10 or more years | 150              | 49.7%               | 41.3%               |
| Did Not Respond  | 6                | 2.0%                | 1.3%                |



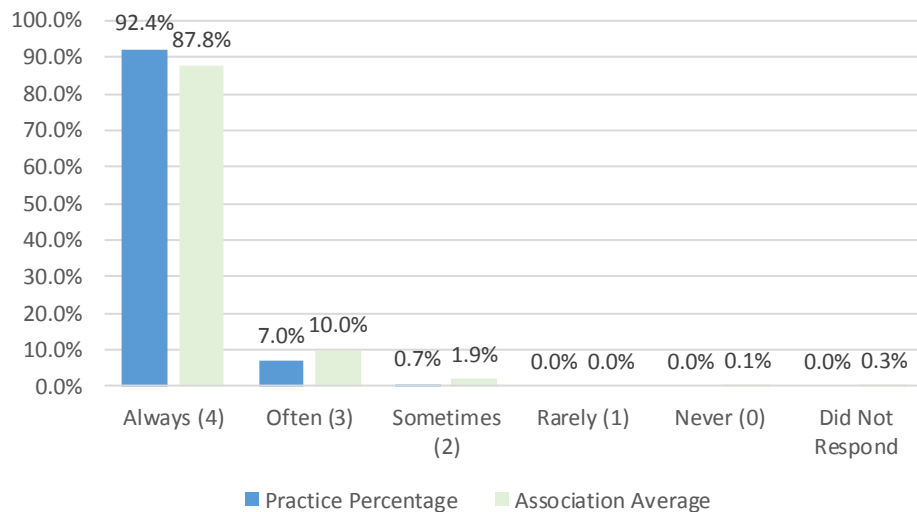
### Question 3 Before today, when was the last time you attended this practice?

| Response             | Practice Results | Practice Percentage | Association Average |
|----------------------|------------------|---------------------|---------------------|
| Less than 1 year ago | 285              | 94.4%               | 92.7%               |
| 1-3 years            | 6                | 2.0%                | 3.4%                |
| 3-5 years            | 2                | 0.7%                | 0.8%                |
| 5-10 years           | 2                | 0.7%                | 0.6%                |
| 10 or more years ago | 3                | 1.0%                | 0.8%                |
| Did Not Respond      | 4                | 1.3%                | 1.7%                |



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

| Response        | Practice Results | Practice Percentage | Association Average |
|-----------------|------------------|---------------------|---------------------|
| Always (4)      | 279              | 92.4%               | 87.8%               |
| Often (3)       | 21               | 7.0%                | 10.0%               |
| Sometimes (2)   | 2                | 0.7%                | 1.9%                |
| Rarely (1)      | 0                | 0.0%                | 0.0%                |
| Never (0)       | 0                | 0.0%                | 0.1%                |
| Did Not Respond | 0                | 0.0%                | 0.3%                |

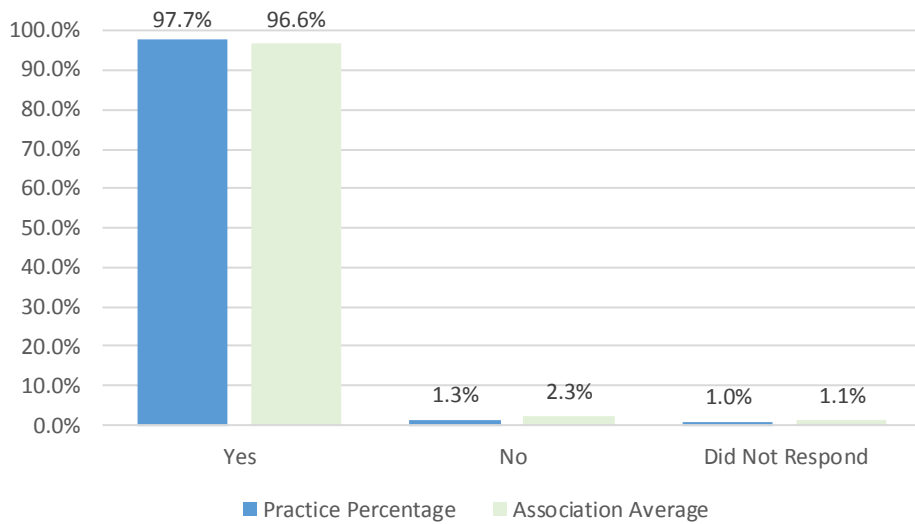


**Practice Average Score: 3.92**

**Association Average Score: 3.86**

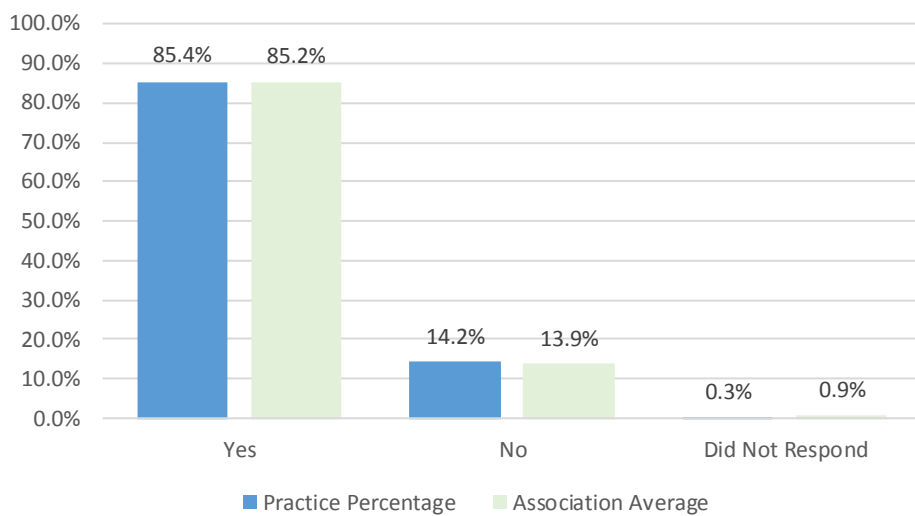
### Question 5 Do you find the waiting room well set up and comfortable?

| Response        | Practice Results | Practice Percentage | Association Average |
|-----------------|------------------|---------------------|---------------------|
| Yes             | 295              | 97.7%               | 96.6%               |
| No              | 4                | 1.3%                | 2.3%                |
| Did Not Respond | 3                | 1.0%                | 1.1%                |



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

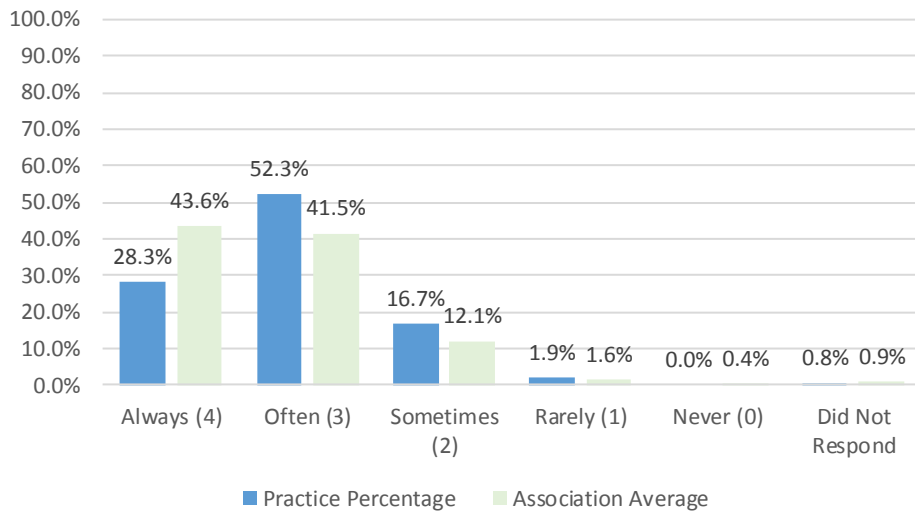
| Response        | Practice Results | Practice Percentage | Association Average |
|-----------------|------------------|---------------------|---------------------|
| Yes             | 258              | 85.4%               | 85.2%               |
| No              | 43               | 14.2%               | 13.9%               |
| Did Not Respond | 1                | 0.3%                | 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)      | 73               | 28.3%               | 43.6%               |
| Often (3)       | 135              | 52.3%               | 41.5%               |
| Sometimes (2)   | 43               | 16.7%               | 12.1%               |
| Rarely (1)      | 5                | 1.9%                | 1.6%                |
| Never (0)       | 0                | 0.0%                | 0.4%                |
| Did Not Respond | 2                | 0.8%                | 0.9%                |

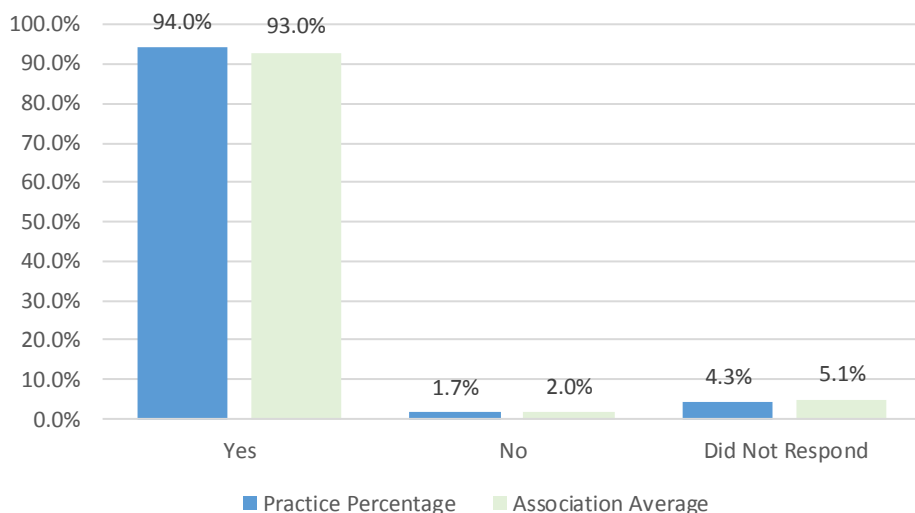


**Practice Average Score: 3.08**

**Association Average Score: 3.28**

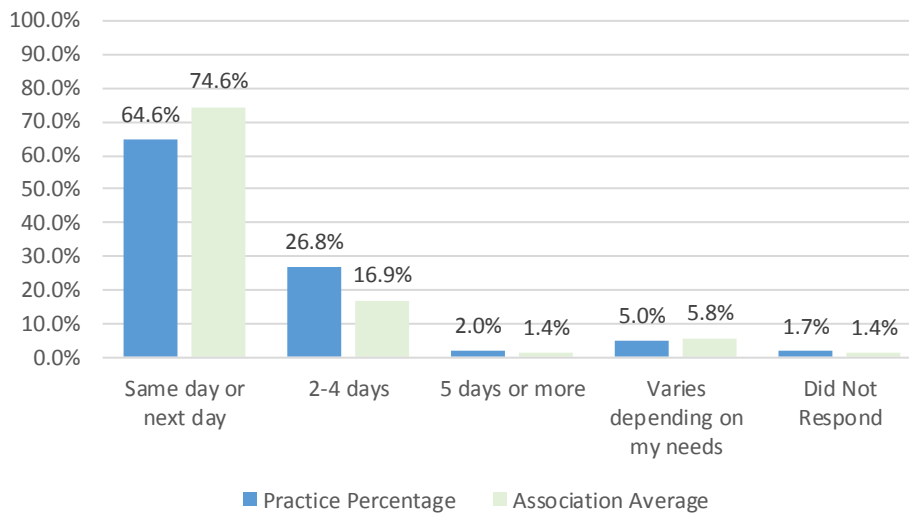
### Question 8 When you have seen more than one GP at this practice, do they have access to the information necessary to provide your care?

| Response        | Practice Results | Practice Percentage | Association Average |
|-----------------|------------------|---------------------|---------------------|
| Yes             | 284              | 94.0%               | 93.0%               |
| No              | 5                | 1.7%                | 2.0%                |
| Did Not Respond | 13               | 4.3%                | 5.1%                |



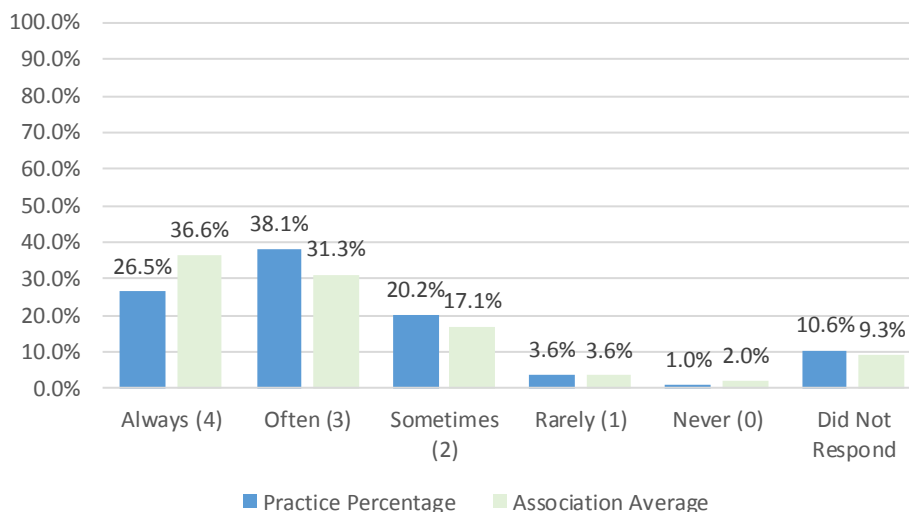
### Question 9 How soon can you usually get an appointment with *any* GP at this GP practice?

| Response                     | Practice Results | Practice Percentage | Association Average |
|------------------------------|------------------|---------------------|---------------------|
| Same day or next day         | 195              | 64.6%               | 74.6%               |
| 2-4 days                     | 81               | 26.8%               | 16.9%               |
| 5 days or more               | 6                | 2.0%                | 1.4%                |
| Varies depending on my needs | 15               | 5.0%                | 5.8%                |
| Did Not Respond              | 5                | 1.7%                | 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)      | 80               | 26.5%               | 36.6%               |
| Often (3)       | 115              | 38.1%               | 31.3%               |
| Sometimes (2)   | 61               | 20.2%               | 17.1%               |
| Rarely (1)      | 11               | 3.6%                | 3.6%                |
| Never (0)       | 3                | 1.0%                | 2.0%                |
| Did Not Respond | 32               | 10.6%               | 9.3%                |

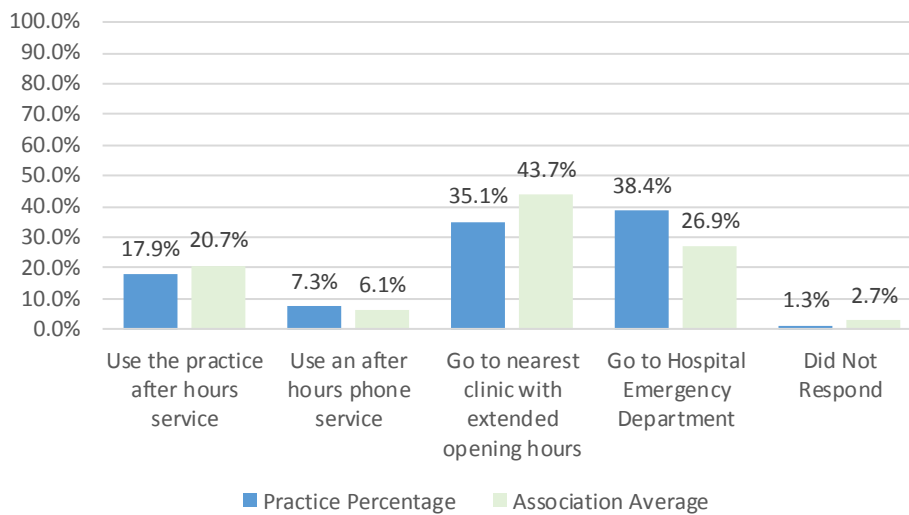


**Practice Average Score: 2.96**

**Association Average Score: 3.07**

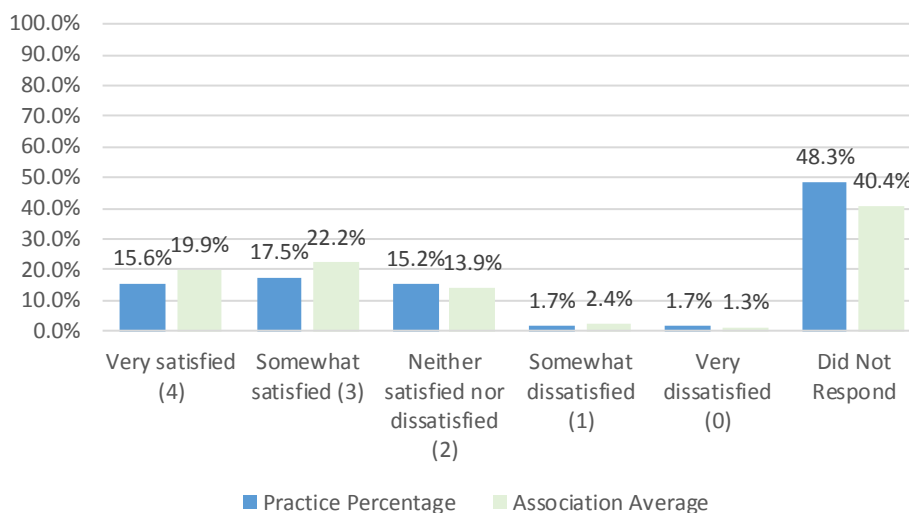
### Question 11 What action would you take if you were unwell and the practice was closed?

| Response   | Practice Results | Practice Percentage | Association Average |
|--|------------------|---------------------|---------------------|
| Use the practice after hours service             | 54               | 17.9%               | 20.7%               |
| Use an after hours phone service                 | 22               | 7.3%                | 6.1%                |
| Go to nearest clinic with extended opening hours | 106              | 35.1%               | 43.7%               |
| Go to Hospital Emergency Department              | 116              | 38.4%               | 26.9%               |
| Did Not Respond                                  | 4                | 1.3%                | 2.7%                |



### 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)                     | 47               | 15.6%               | 19.9%               |
| Somewhat satisfied (3)                 | 53               | 17.5%               | 22.2%               |
| Neither satisfied nor dissatisfied (2) | 46               | 15.2%               | 13.9%               |
| Somewhat dissatisfied (1)              | 5                | 1.7%                | 2.4%                |
| Very dissatisfied (0)                  | 5                | 1.7%                | 1.3%                |
| Did Not Respond                        | 146              | 48.3%               | 40.4%               |

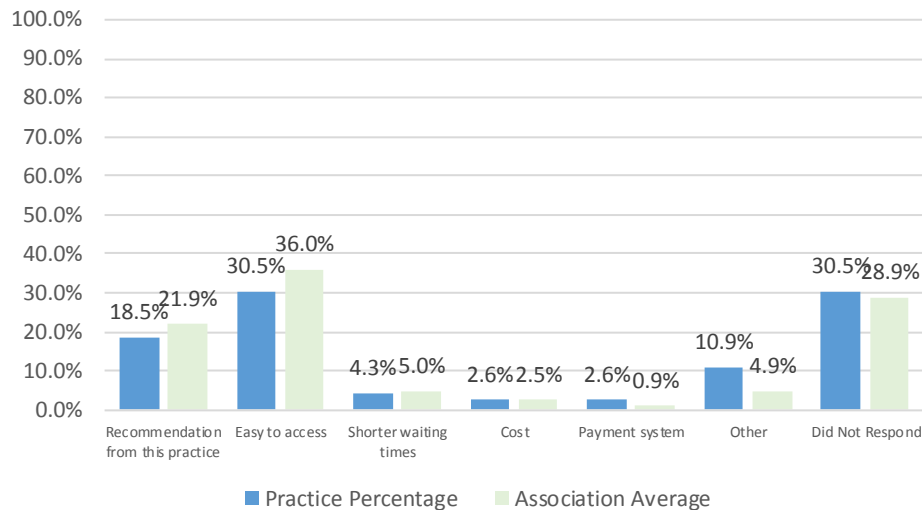


**Practice Average Score: 2.85**

**Association Average Score: 2.96**

### 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 | 56               | 18.5%               | 21.9%               |
| Easy to access                    | 92               | 30.5%               | 36.0%               |
| Shorter waiting times             | 13               | 4.3%                | 5.0%                |
| Cost                              | 8                | 2.6%                | 2.5%                |
| Payment system                    | 8                | 2.6%                | 0.9%                |
| Other                             | 33               | 10.9%               | 4.9%                |
| Did Not Respond                   | 92               | 30.5%               | 28.9%               |

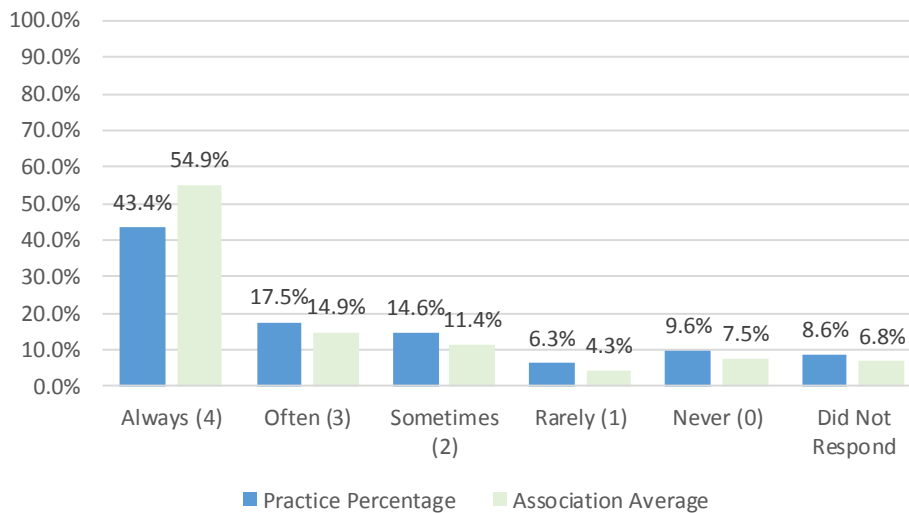


**'Other' reasons given by respondents for selecting the after hours service they used:**

- Have not used.
- To get advice on how to proceed - to a doctor or to a hospital.
- Do not know of any other after hours service.
- Free and easy to do.
- Narregate open late.
- It was open at 9pm.
- Unsure of what the system is.
- I am not very familiar with this practice's after hours service and the costs involved.
- Save annoying busy hospitals.
- It seemed reasonable response as I have not been in this position previously.
- Only known alternative.
- Nothing else available.
- Wasn't aware this practice offers after hours service.
- Not used.
- The only one available.
- No other after hours clinic available nearby.
- Only use for emergency conditions.
- Only if emergency.
- Don't know as I have never had to use it.
- If I need to see a Dr I don't mind who it is.
- It's just what I thought of.
- Only opened.
- Only use after hours in emergency situations.
- Never tried.
- Actually wasn't sure if there was an after hour.
- Access to medical records.
- Later at night.
- Closed practice.
- Usually urgent.
- Save the hospitals.
- Bulk billing and no closer clinic available.
- Usual clinic closed.

### 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)      | 131              | 43.4%               | 54.9%               |
| Often (3)       | 53               | 17.5%               | 14.9%               |
| Sometimes (2)   | 44               | 14.6%               | 11.4%               |
| Rarely (1)      | 19               | 6.3%                | 4.3%                |
| Never (0)       | 29               | 9.6%                | 7.5%                |
| Did Not Respond | 26               | 8.6%                | 6.8%                |

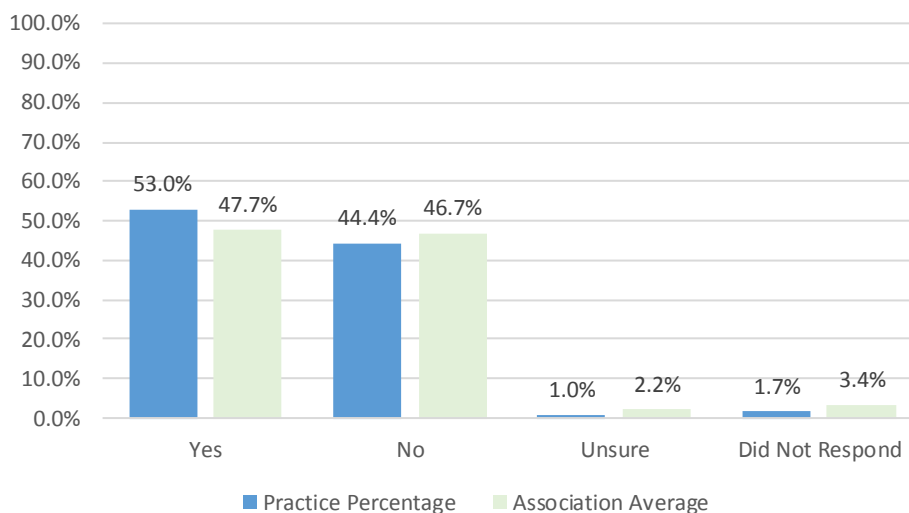


**Practice Average Score: 2.86**

**Association Average Score: 3.13**

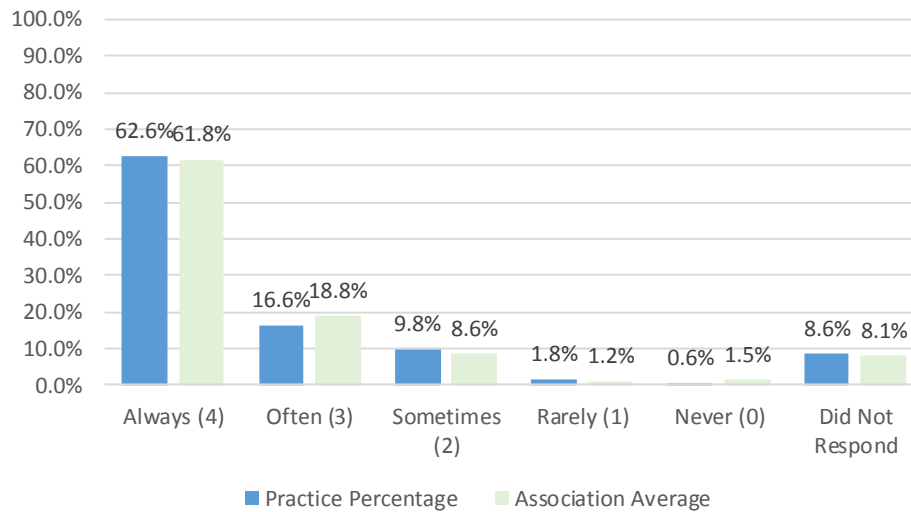
### Question 15 Have you received care from other healthcare providers in the previous 12 months?

| Response        | Practice Results | Practice Percentage | Association Average |
|-----------------|------------------|---------------------|---------------------|
| Yes             | 160              | 53.0%               | 47.7%               |
| No              | 134              | 44.4%               | 46.7%               |
| Unsure          | 3                | 1.0%                | 2.2%                |
| Did Not Respond | 5                | 1.7%                | 3.4%                |



### 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)      | 102              | 62.6%               | 61.8%               |
| Often (3)       | 27               | 16.6%               | 18.8%               |
| Sometimes (2)   | 16               | 9.8%                | 8.6%                |
| Rarely (1)      | 3                | 1.8%                | 1.2%                |
| Never (0)       | 1                | 0.6%                | 1.5%                |
| Did Not Respond | 14               | 8.6%                | 8.1%                |

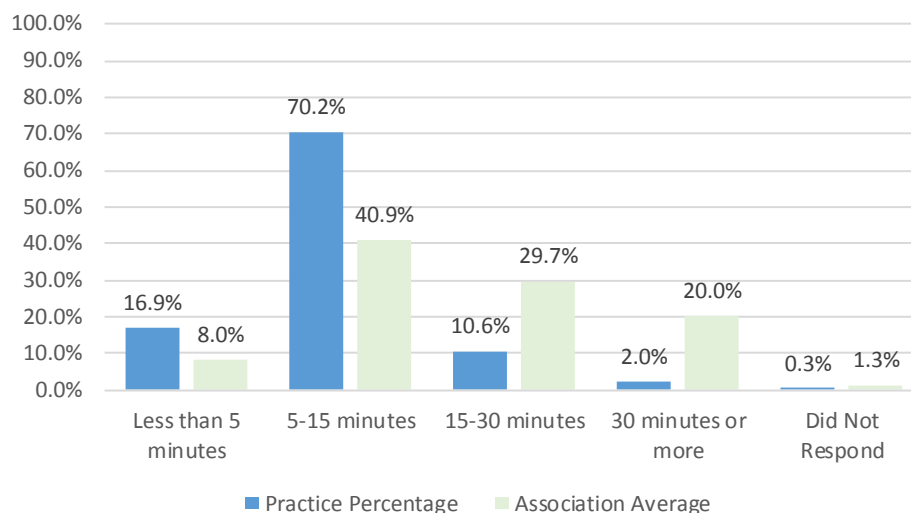


**Practice Average Score: 3.52**

**Association Average Score: 3.51**

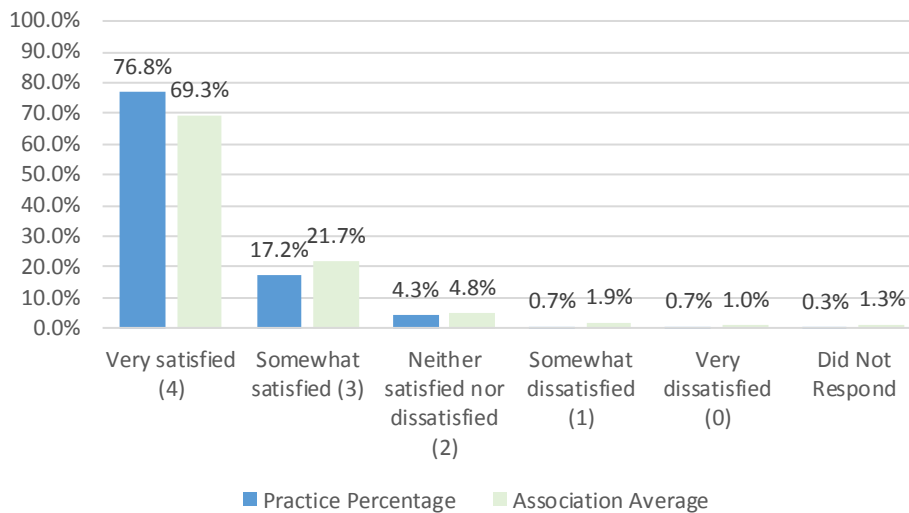
### Question 17 How long did you wait to see the GP after your scheduled appointment?

| Response            | Practice Results | Practice Percentage | Association Average |
|---------------------|------------------|---------------------|---------------------|
| Less than 5 minutes | 51               | 16.9%               | 8.0%                |
| 5-15 minutes        | 212              | 70.2%               | 40.9%               |
| 15-30 minutes       | 32               | 10.6%               | 29.7%               |
| 30 minutes or more  | 6                | 2.0%                | 20.0%               |
| Did Not Respond     | 1                | 0.3%                | 1.3%                |



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

| Response                               | Practice Results | Practice Percentage | Association Average |
|--|------------------|---------------------|---------------------|
| Very satisfied (4)                     | 232              | 76.8%               | 69.3%               |
| Somewhat satisfied (3)                 | 52               | 17.2%               | 21.7%               |
| Neither satisfied nor dissatisfied (2) | 13               | 4.3%                | 4.8%                |
| Somewhat dissatisfied (1)              | 2                | 0.7%                | 1.9%                |
| Very dissatisfied (0)                  | 2                | 0.7%                | 1.0%                |
| Did Not Respond                        | 1                | 0.3%                | 1.3%                |

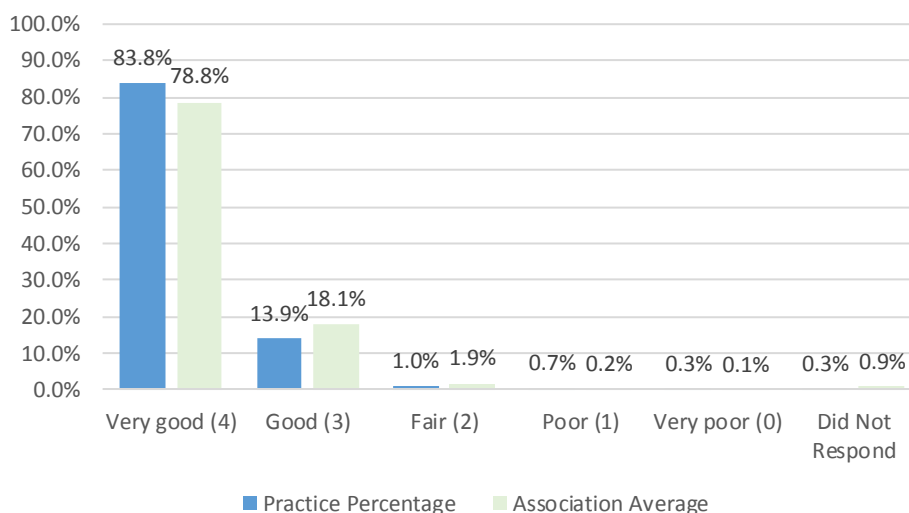


**Practice Average Score: 3.69**

**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)   | 253              | 83.8%               | 78.8%               |
| Good (3)        | 42               | 13.9%               | 18.1%               |
| Fair (2)        | 3                | 1.0%                | 1.9%                |
| Poor (1)        | 2                | 0.7%                | 0.2%                |
| Very poor (0)   | 1                | 0.3%                | 0.1%                |
| Did Not Respond | 1                | 0.3%                | 0.9%                |

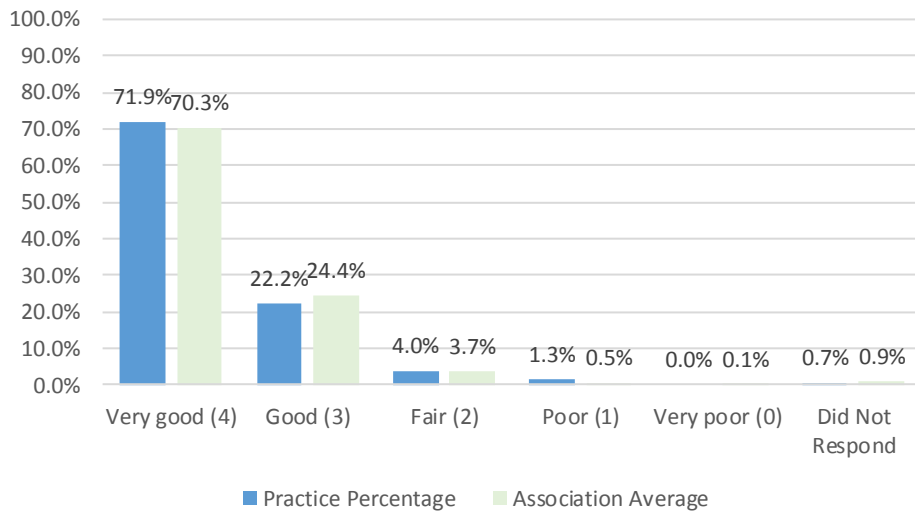


**Practice Average Score: 3.81**

**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)   | 217              | 71.9%               | 70.3%               |
| Good (3)        | 67               | 22.2%               | 24.4%               |
| Fair (2)        | 12               | 4.0%                | 3.7%                |
| Poor (1)        | 4                | 1.3%                | 0.5%                |
| Very poor (0)   | 0                | 0.0%                | 0.1%                |
| Did Not Respond | 2                | 0.7%                | 0.9%                |

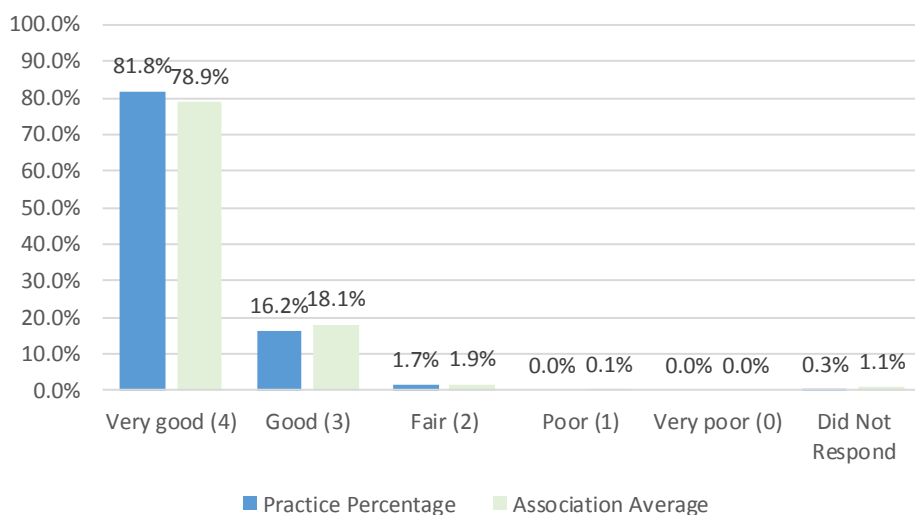


**Practice Average Score: 3.66**

**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)   | 247              | 81.8%               | 78.9%               |
| Good (3)        | 49               | 16.2%               | 18.1%               |
| Fair (2)        | 5                | 1.7%                | 1.9%                |
| Poor (1)        | 0                | 0.0%                | 0.1%                |
| Very poor (0)   | 0                | 0.0%                | 0.0%                |
| Did Not Respond | 1                | 0.3%                | 1.1%                |



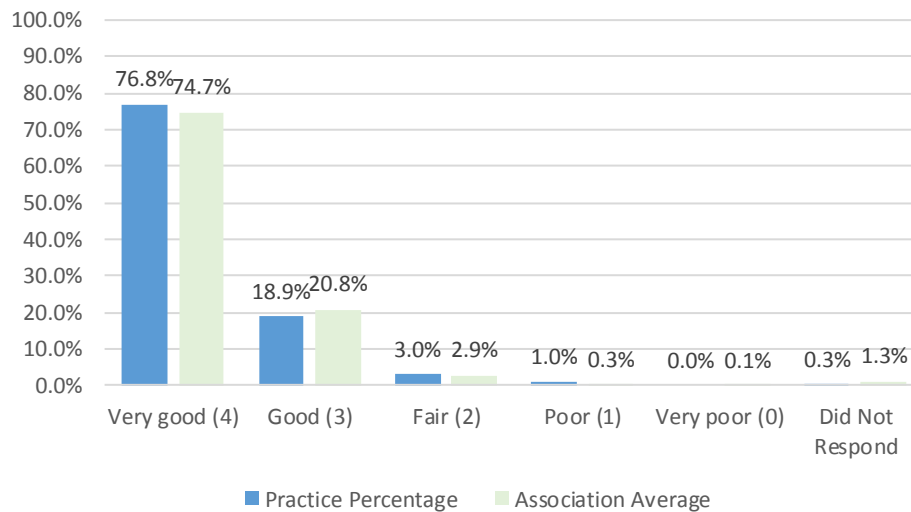
**Practice Average Score: 3.80**

**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)   | 232              | 76.8%               | 74.7%               |
| Good (3)        | 57               | 18.9%               | 20.8%               |
| Fair (2)        | 9                | 3.0%                | 2.9%                |
| Poor (1)        | 3                | 1.0%                | 0.3%                |
| Very poor (0)   | 0                | 0.0%                | 0.1%                |
| Did Not Respond | 1                | 0.3%                | 1.3%                |

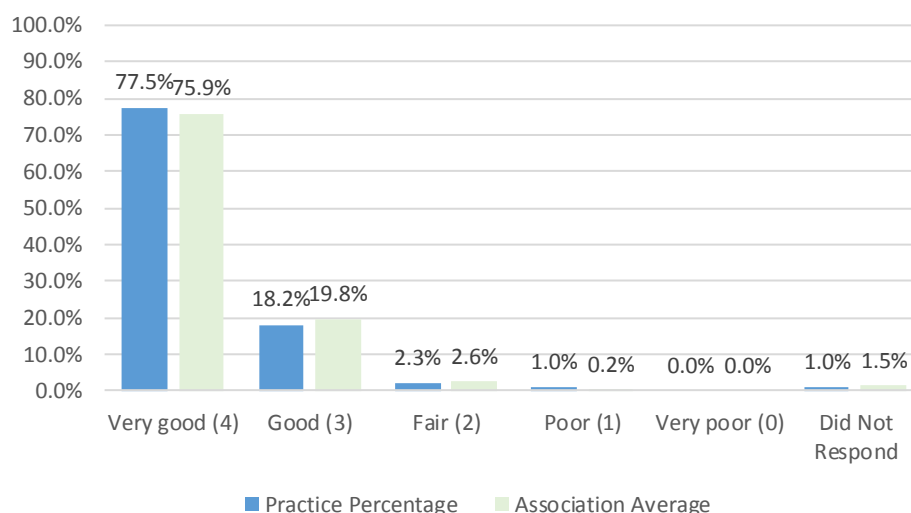


**Practice Average Score: 3.72**

**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)   | 234              | 77.5%               | 75.9%               |
| Good (3)        | 55               | 18.2%               | 19.8%               |
| Fair (2)        | 7                | 2.3%                | 2.6%                |
| Poor (1)        | 3                | 1.0%                | 0.2%                |
| Very poor (0)   | 0                | 0.0%                | 0.0%                |
| Did Not Respond | 3                | 1.0%                | 1.5%                |

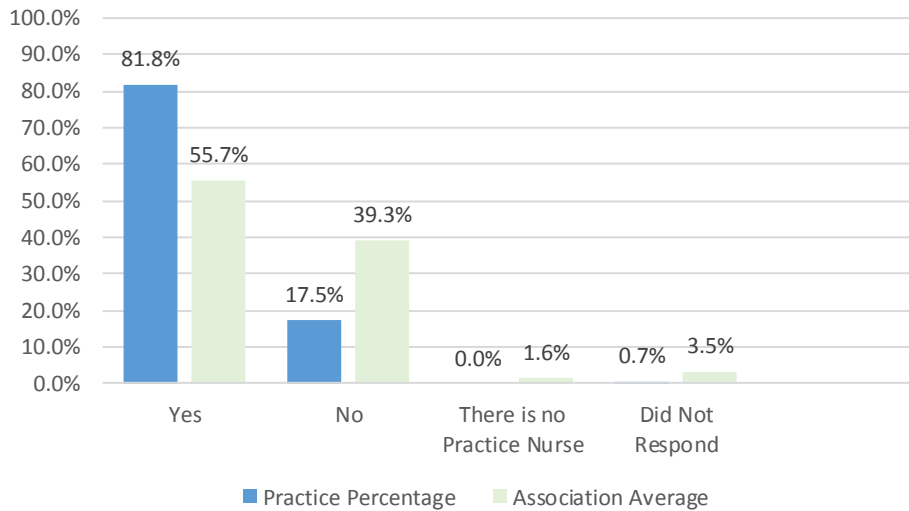


**Practice Average Score: 3.74**

**Association Average Score: 3.74**

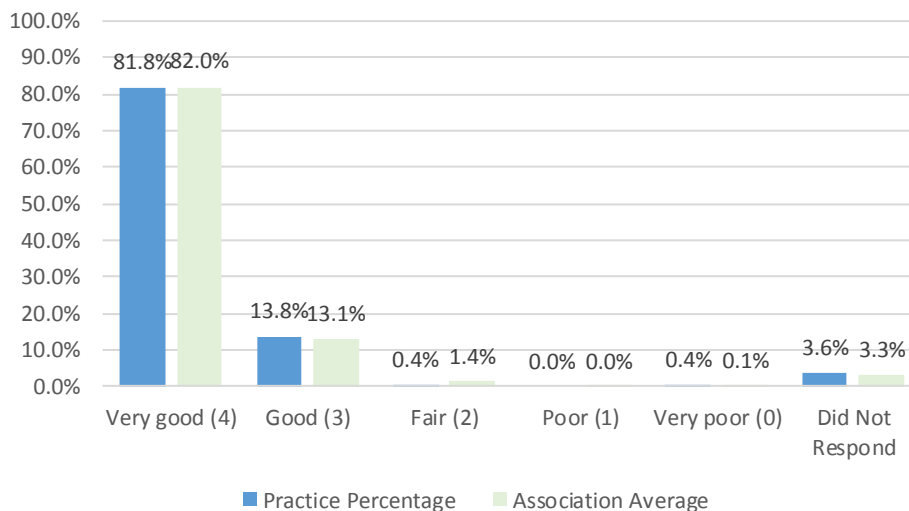
### Question 24 Have you seen a Practice Nurse at this GP practice?

| Response                   | Practice Results | Practice Percentage | Association Average |
|----------------------------|------------------|---------------------|---------------------|
| Yes                        | 247              | 81.8%               | 55.7%               |
| No                         | 53               | 17.5%               | 39.3%               |
| There is no Practice Nurse | 0                | 0.0%                | 1.6%                |
| Did Not Respond            | 2                | 0.7%                | 3.5%                |



### 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)   | 202              | 81.8%               | 82.0%               |
| Good (3)        | 34               | 13.8%               | 13.1%               |
| Fair (2)        | 1                | 0.4%                | 1.4%                |
| Poor (1)        | 0                | 0.0%                | 0.0%                |
| Very poor (0)   | 1                | 0.4%                | 0.1%                |
| Did Not Respond | 9                | 3.6%                | 3.3%                |

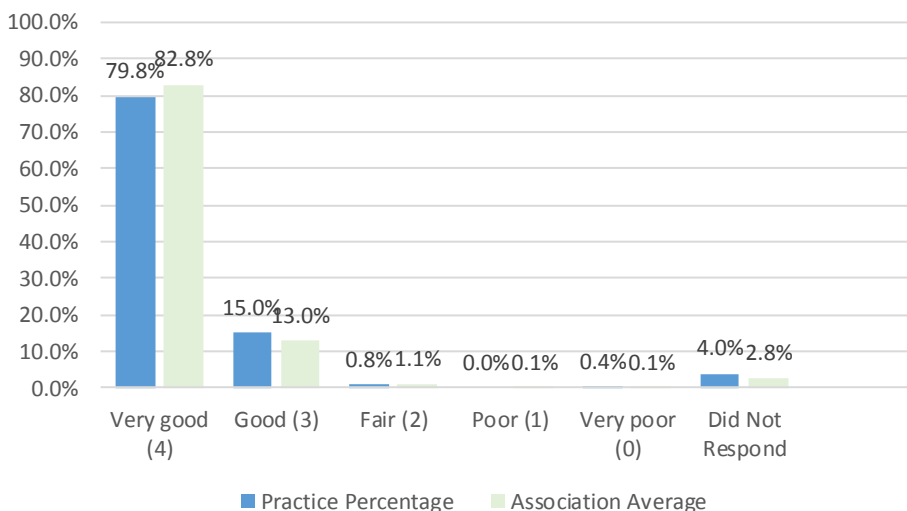


**Practice Average Score: 3.83**

**Association Average Score: 3.83**

### 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)   | 197              | 79.8%               | 82.8%               |
| Good (3)        | 37               | 15.0%               | 13.0%               |
| Fair (2)        | 2                | 0.8%                | 1.1%                |
| Poor (1)        | 0                | 0.0%                | 0.1%                |
| Very poor (0)   | 1                | 0.4%                | 0.1%                |
| Did Not Respond | 10               | 4.0%                | 2.8%                |

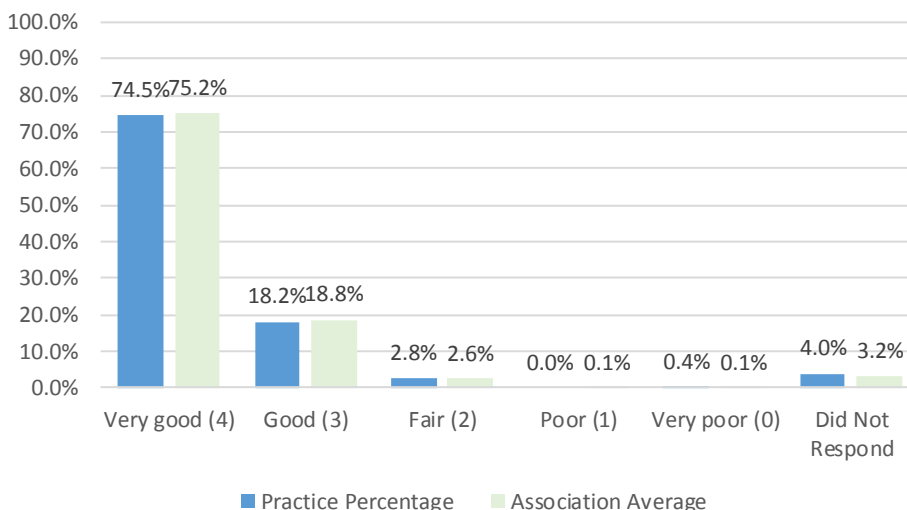


**Practice Average Score: 3.81**

**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)   | 184              | 74.5%               | 75.2%               |
| Good (3)        | 45               | 18.2%               | 18.8%               |
| Fair (2)        | 7                | 2.8%                | 2.6%                |
| Poor (1)        | 0                | 0.0%                | 0.1%                |
| Very poor (0)   | 1                | 0.4%                | 0.1%                |
| Did Not Respond | 10               | 4.0%                | 3.2%                |

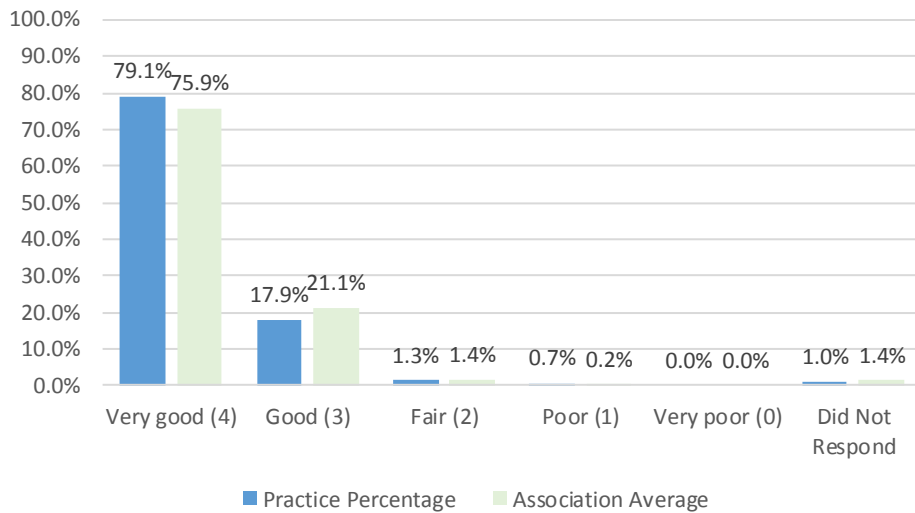


**Practice Average Score: 3.73**

**Association Average Score: 3.74**

### 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)   | 239              | 79.1%               | 75.9%               |
| Good (3)        | 54               | 17.9%               | 21.1%               |
| Fair (2)        | 4                | 1.3%                | 1.4%                |
| Poor (1)        | 2                | 0.7%                | 0.2%                |
| Very poor (0)   | 0                | 0.0%                | 0.0%                |
| Did Not Respond | 3                | 1.0%                | 1.4%                |

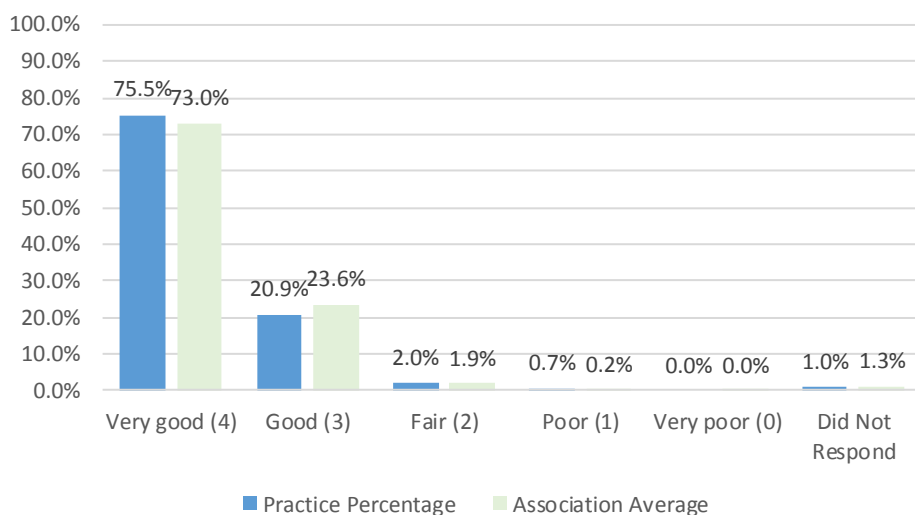


**Practice Average Score: 3.77**

**Association Average Score: 3.75**

### 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)   | 228              | 75.5%               | 73.0%               |
| Good (3)        | 63               | 20.9%               | 23.6%               |
| Fair (2)        | 6                | 2.0%                | 1.9%                |
| Poor (1)        | 2                | 0.7%                | 0.2%                |
| Very poor (0)   | 0                | 0.0%                | 0.0%                |
| Did Not Respond | 3                | 1.0%                | 1.3%                |

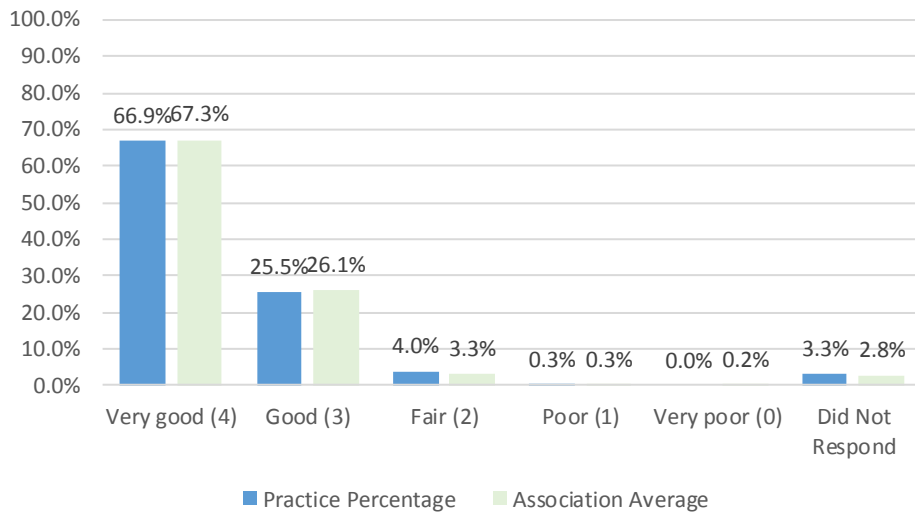


**Practice Average Score: 3.73**

**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 (e.g. alcohol use, risks of smoking, diet etc.)?

| Response        | Practice Results | Practice Percentage | Association Average |
|-----------------|------------------|---------------------|---------------------|
| Very good (4)   | 202              | 66.9%               | 67.3%               |
| Good (3)        | 77               | 25.5%               | 26.1%               |
| Fair (2)        | 12               | 4.0%                | 3.3%                |
| Poor (1)        | 1                | 0.3%                | 0.3%                |
| Very poor (0)   | 0                | 0.0%                | 0.2%                |
| Did Not Respond | 10               | 3.3%                | 2.8%                |

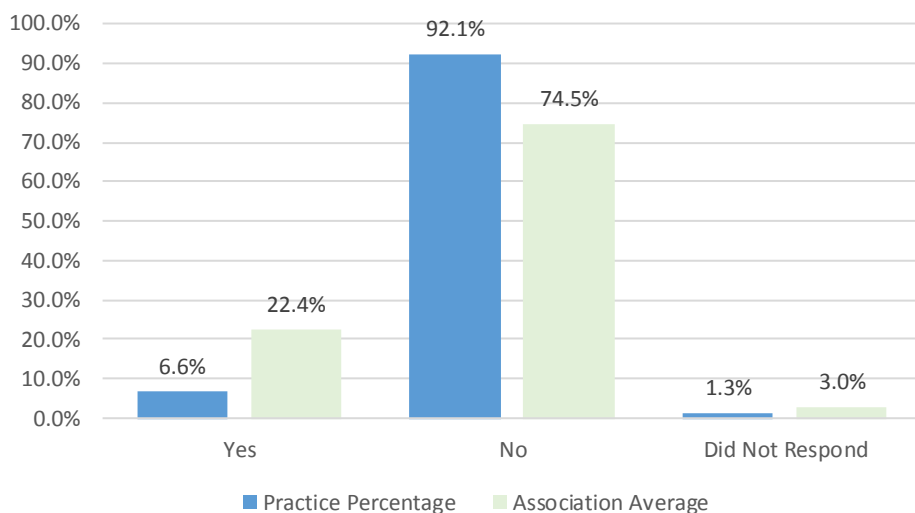


**Practice Average Score: 3.64**

**Association Average Score: 3.65**

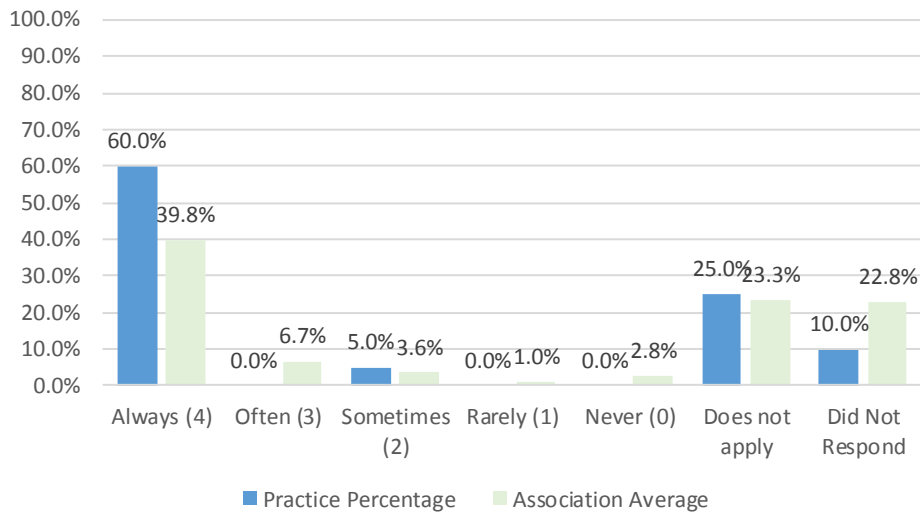
### Question 31 Do you speak a language OTHER than English at home?

| Response        | Practice Results | Practice Percentage | Association Average |
|-----------------|------------------|---------------------|---------------------|
| Yes             | 20               | 6.6%                | 22.4%               |
| No              | 278              | 92.1%               | 74.5%               |
| Did Not Respond | 4                | 1.3%                | 3.0%                |



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

| Response        | Practice Results | Practice Percentage | Association Average |
|-----------------|------------------|---------------------|---------------------|
| Always (4)      | 12               | 60.0%               | 39.8%               |
| Often (3)       | 0                | 0.0%                | 6.7%                |
| Sometimes (2)   | 1                | 5.0%                | 3.6%                |
| Rarely (1)      | 0                | 0.0%                | 1.0%                |
| Never (0)       | 0                | 0.0%                | 2.8%                |
| Does not apply  | 5                | 25.0%               | 23.3%               |
| Did Not Respond | 2                | 10.0%               | 22.8%               |

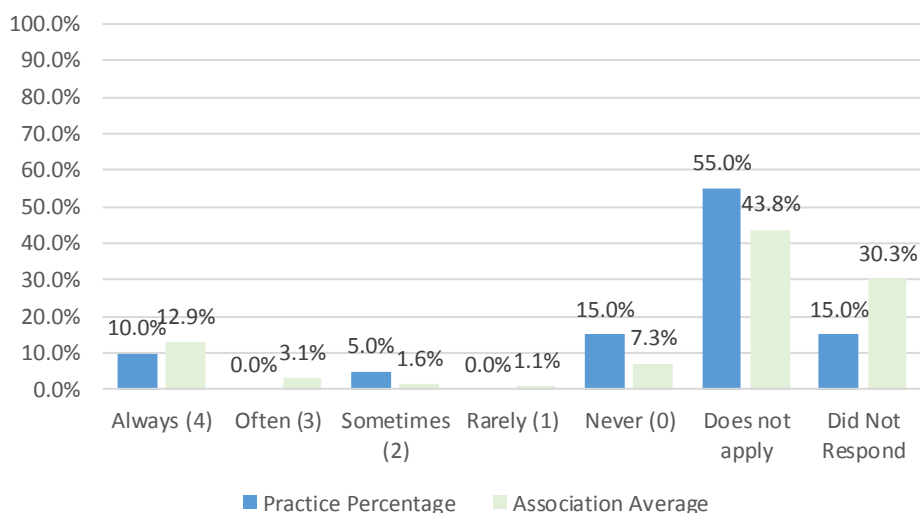


**Practice Average Score: 3.85**

**Association Average Score: 2.43**

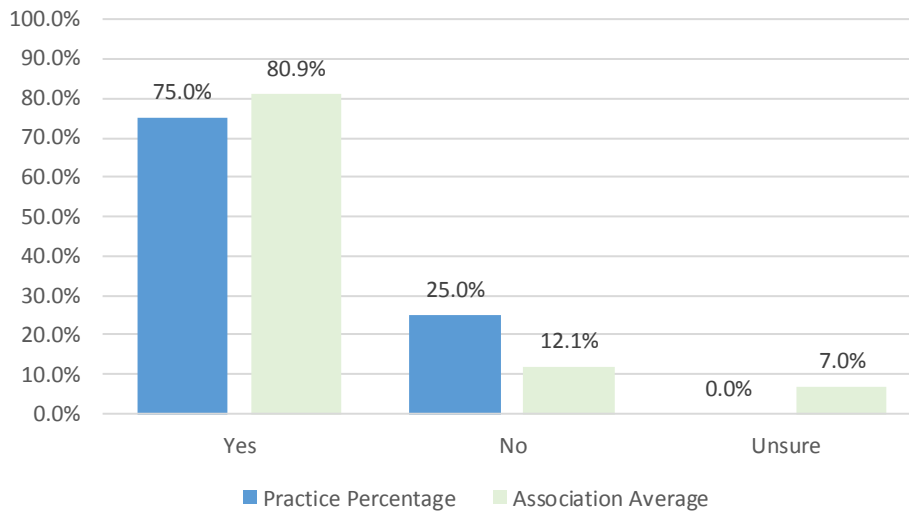
### Question 33 Does the GP practice provide you with interpreter services when needed?

| Response        | Practice Results | Practice Percentage | Association Average |
|-----------------|------------------|---------------------|---------------------|
| Always (4)      | 2                | 10.0%               | 12.9%               |
| Often (3)       | 0                | 0.0%                | 3.1%                |
| Sometimes (2)   | 1                | 5.0%                | 1.6%                |
| Rarely (1)      | 0                | 0.0%                | 1.1%                |
| Never (0)       | 3                | 15.0%               | 7.3%                |
| Does not apply  | 11               | 55.0%               | 43.8%               |
| Did Not Respond | 3                | 15.0%               | 30.3%               |



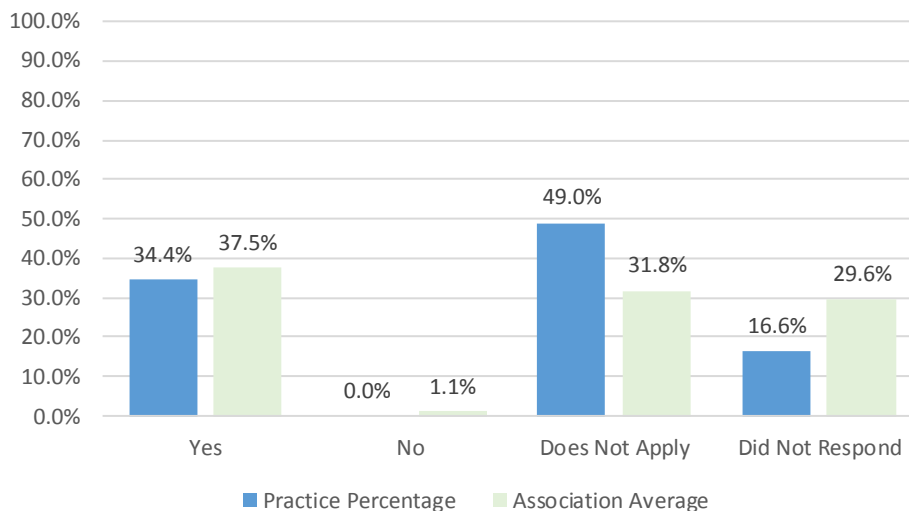
### Question 34 Do you feel the interpreter services maintain your privacy?

| Response | Practice Results | Practice Percentage | Association Average |
|----------|------------------|---------------------|---------------------|
| Yes      | 3                | 75.0%               | 80.9%               |
| No       | 1                | 25.0%               | 12.1%               |
| Unsure   | 0                | 0.0%                | 7.0%                |



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

| Response        | Practice Results | Practice Percentage | Association Average |
|-----------------|------------------|---------------------|---------------------|
| Yes             | 104              | 34.4%               | 37.5%               |
| No              | 0                | 0.0%                | 1.1%                |
| Does Not Apply  | 148              | 49.0%               | 31.8%               |
| Did Not Respond | 50               | 16.6%               | 29.6%               |



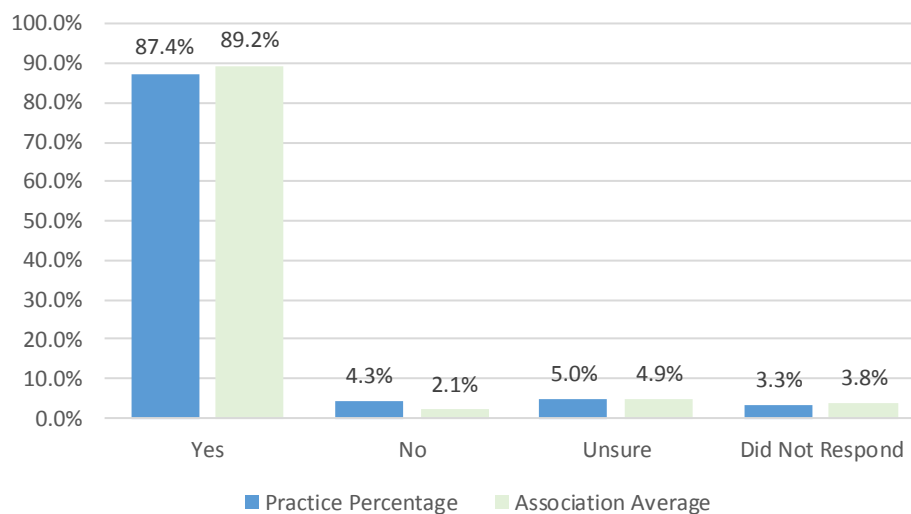
### Question 36 Are there any other changes the practice could make to better meet the needs specific to your cultural background?

Responses:

- 'No' / 'nil' / 'not at all' / 'nil' / 'none that I can think of'. (35 responses)
- 'All is well' / 'all good' / 'no - they are brilliant'. (3 responses)
- 24/7 operating hours. (1 response)
- Whole health practitioner. (1 response)
- TV in waiting room.(1 response)
- Could be larger. (1 response)
- Provide pork chops, beef sausages while waiting in waiting room. (1 response)
- Not cultural, but a 10 minute consultation with minimal time to talk or have a proper examination is not helpful. (1 response)
- I am Oz!! / 'Australian' (2 responses)

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

| Response        | Practice Results | Practice Percentage | Association Average |
|-----------------|------------------|---------------------|---------------------|
| Yes             | 264              | 87.4%               | 89.2%               |
| No              | 13               | 4.3%                | 2.1%                |
| Unsure          | 15               | 5.0%                | 4.9%                |
| Did Not Respond | 10               | 3.3%                | 3.8%                |



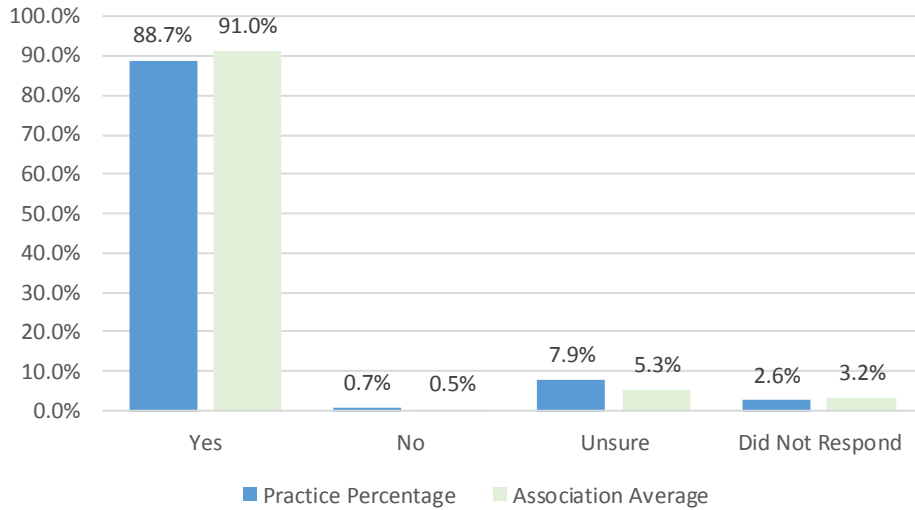
Explanations given by patients who responded 'no' to question 37 'do you think the physical layout of this practice protects you privacy:

- Being asked name, date of birth and address out loud makes me feel very uncomfortable. It's completely unnecessary.
- Sound echoes in reception area.
- Poor acoustics in waiting / reception area.
- Stating my address where others can hear it is concerning.
- Little privacy at front desk.
- We should not have to tell where we live in a public place.
- Very open waiting area.
- Ask date of birth and address in waiting area.
- Every visit we have to provide date of birth and address where everyone can hear.
- If you are in the right hand suites and have to provide a sample you have to walk through the waiting room for the toilet.



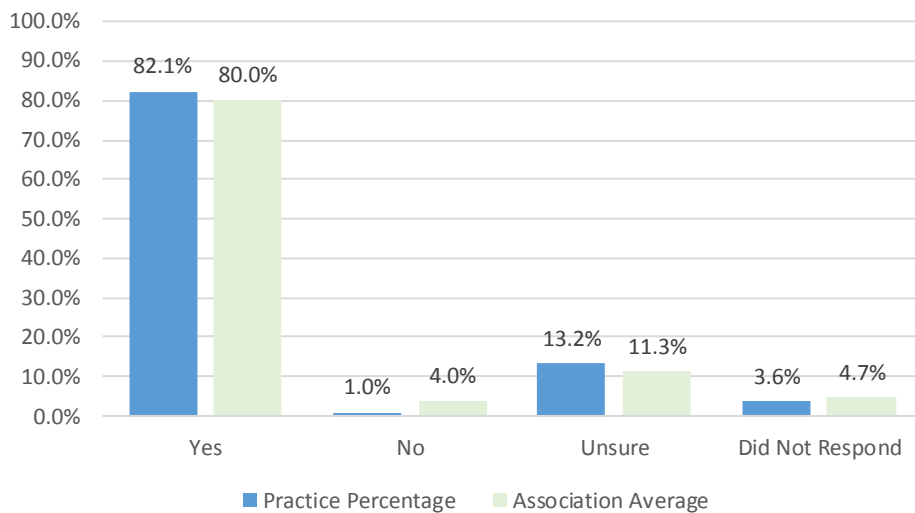
### Question 38 Do you feel this GP practice keeps your patient records confidential?

| Response        | Practice Results | Practice Percentage | Association Average |
|-----------------|------------------|---------------------|---------------------|
| Yes             | 268              | 88.7%               | 91.0%               |
| No              | 2                | 0.7%                | 0.5%                |
| Unsure          | 24               | 7.9%                | 5.3%                |
| Did Not Respond | 8                | 2.6%                | 3.2%                |



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

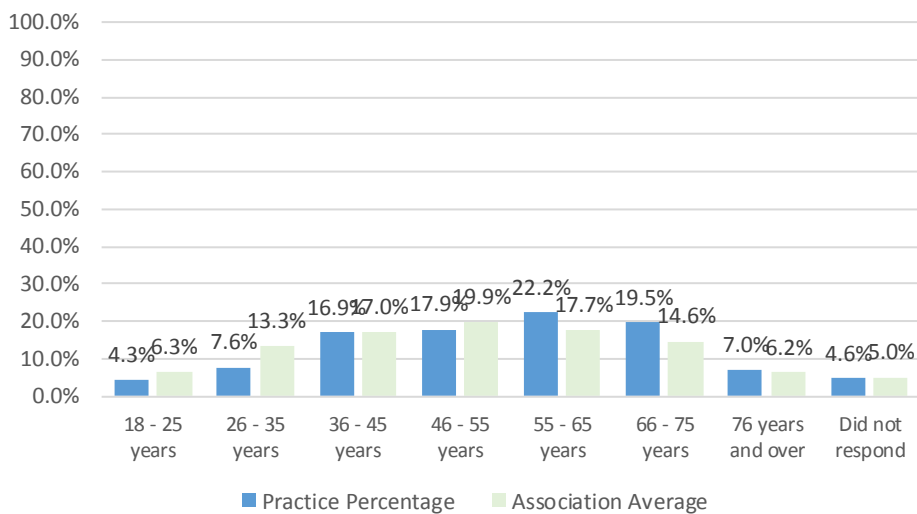
| Response        | Practice Results | Practice Percentage | Association Average |
|-----------------|------------------|---------------------|---------------------|
| Yes             | 248              | 82.1%               | 80.0%               |
| No              | 3                | 1.0%                | 4.0%                |
| Unsure          | 40               | 13.2%               | 11.3%               |
| Did Not Respond | 11               | 3.6%                | 4.7%                |



## Analysis of Demographic Questions

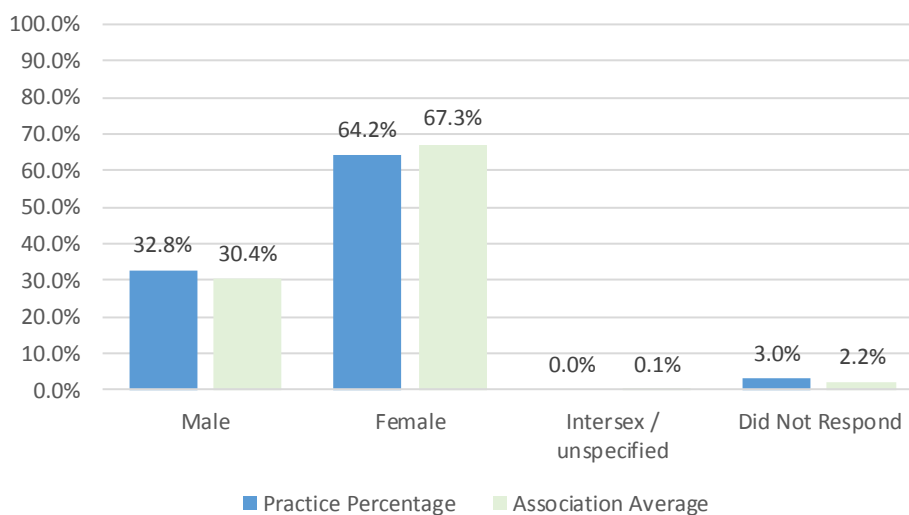
### Question 40 Age group

| Response          | Practice Results | Practice Percentage | Association Average |
|-------------------|------------------|---------------------|---------------------|
| 18 - 25 years     | 13               | 4.3%                | 6.3%                |
| 26 - 35 years     | 23               | 7.6%                | 13.3%               |
| 36 - 45 years     | 51               | 16.9%               | 17.0%               |
| 46 - 55 years     | 54               | 17.9%               | 19.9%               |
| 55 - 65 years     | 67               | 22.2%               | 17.7%               |
| 66 - 75 years     | 59               | 19.5%               | 14.6%               |
| 76 years and over | 21               | 7.0%                | 6.2%                |
| Did not respond   | 14               | 4.6%                | 5.0%                |



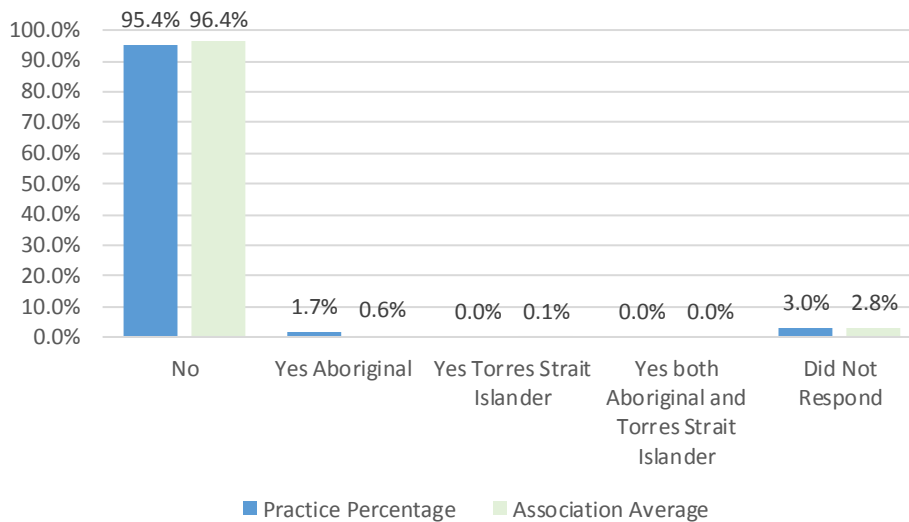
### Question 41 Gender

| Response               | Practice Results | Practice Percentage | Association Average |
|------------------------|------------------|---------------------|---------------------|
| Male                   | 99               | 32.8%               | 30.4%               |
| Female                 | 194              | 64.2%               | 67.3%               |
| Intersex / unspecified | 0                | 0.0%                | 0.1%                |
| Did Not Respond        | 9                | 3.0%                | 2.2%                |



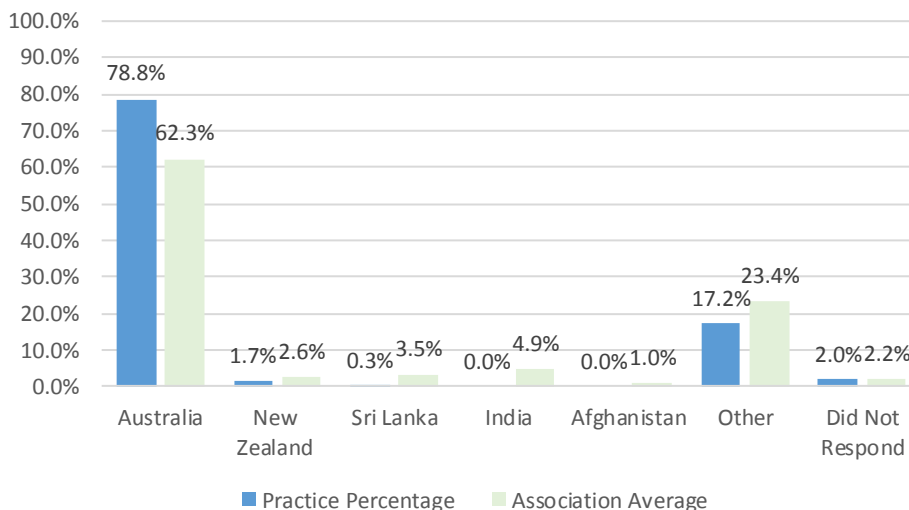
### Question 42 Aboriginal or Torres Strait Islander status

| Response                                       | Practice Results | Practice Percentage | Association Average |
|--|------------------|---------------------|---------------------|
| No   | 288              | 95.4%               | 96.4%               |
| Yes Aboriginal                                 | 5                | 1.7%                | 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                                | 9                | 3.0%                | 2.8%                |



### Question 43 Country of birth

| Response        | Practice Results | Practice Percentage | Association Average |
|-----------------|------------------|---------------------|---------------------|
| Australia       | 238              | 78.8%               | 62.3%               |
| New Zealand     | 5                | 1.7%                | 2.6%                |
| Sri Lanka       | 1                | 0.3%                | 3.5%                |
| India           | 0                | 0.0%                | 4.9%                |
| Afghanistan     | 0                | 0.0%                | 1.0%                |
| Other           | 52               | 17.2%               | 23.4%               |
| Did Not Respond | 6                | 2.0%                | 2.2%                |

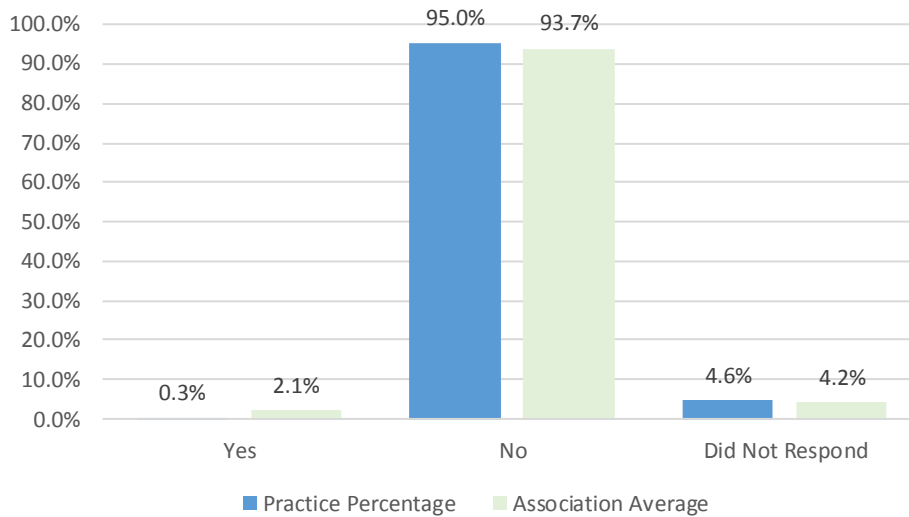


'Other' countries of birth specified by respondents:

- England / UK (21 responses)
- Wales (2 response)
- Scotland (1 response)
- Holland / Netherlands (10 responses)
- U.S.A (4 responses)
- South Africa (3 responses)
- Germany (3 responses)
- Philippines (2 responses)
- South Africa (2 responses)
- Canada (1 response)
- Morocco (1 response)
- China (1 response)
- Croatia (1 response)
- Mauritius (1 response)
- Malta (1 response)

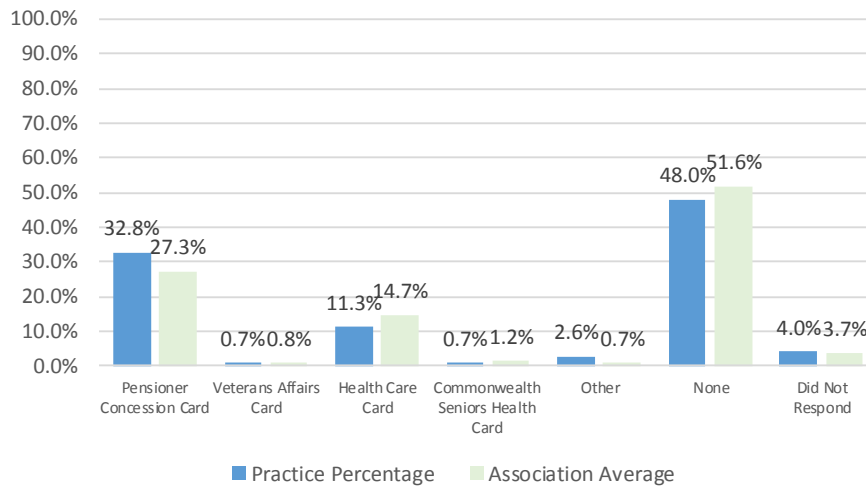
### Question 44 Are you a refugee or asylum seeker?

| Response        | Practice Results | Practice Percentage | Association Average |
|-----------------|------------------|---------------------|---------------------|
| Yes             | 1                | 0.3%                | 2.1%                |
| No              | 287              | 95.0%               | 93.7%               |
| Did Not Respond | 14               | 4.6%                | 4.2%                |



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

| Response                         | Practice Results | Practice Percentage | Association Average |
|----------------------------------|------------------|---------------------|---------------------|
| Pensioner Concession Card        | 99               | 32.8%               | 27.3%               |
| Veterans Affairs Card            | 2                | 0.7%                | 0.8%                |
| Health Care Card                 | 34               | 11.3%               | 14.7%               |
| Commonwealth Seniors Health Card | 2                | 0.7%                | 1.2%                |
| Other                            | 8                | 2.6%                | 0.7%                |
| None                             | 145              | 48.0%               | 51.6%               |
| Did Not Respond                  | 12               | 4.0%                | 3.7%                |

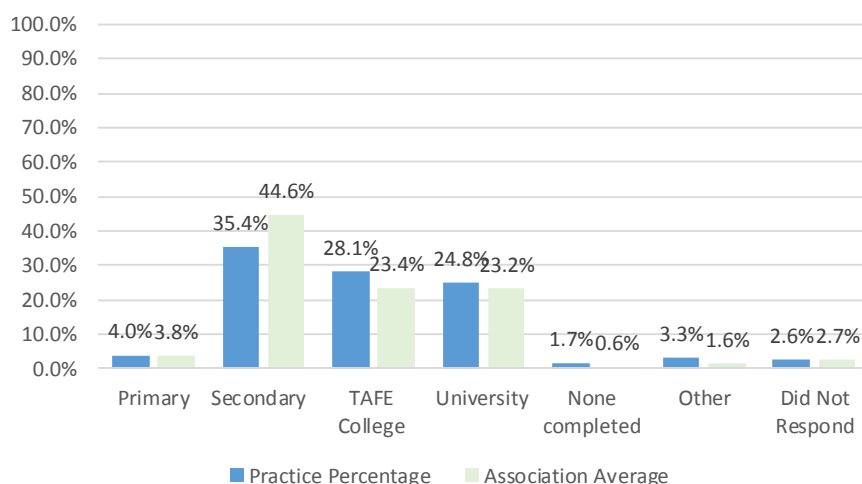


'Other' concession cards specified by respondents:

- Disability support (3 response)
- Seniors card (2 responses)
- Age pension card (1 response)
- Carer's card (1 response)

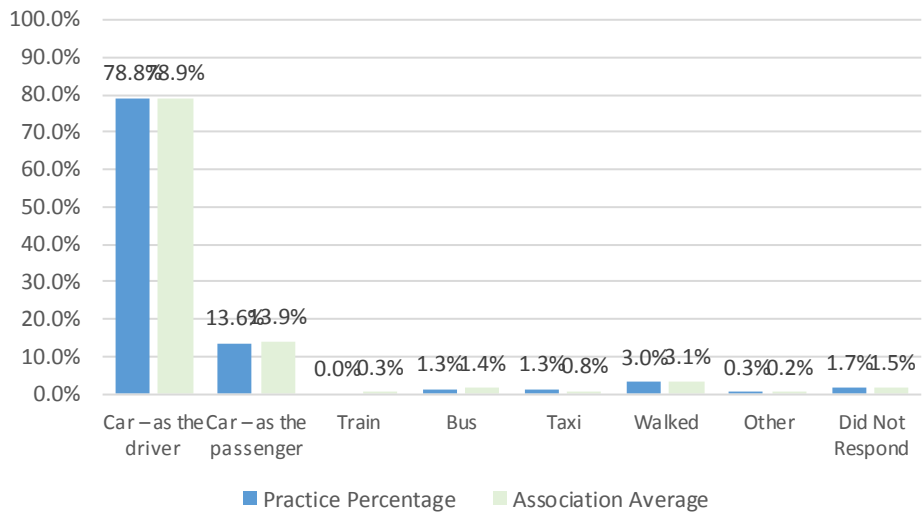
### Question 46 What is the highest level of education you have completed?

| Response        | Practice Results | Practice Percentage | Association Average |
|-----------------|------------------|---------------------|---------------------|
| Primary         | 12               | 4.0%                | 3.8%                |
| Secondary       | 107              | 35.4%               | 44.6%               |
| TAFE College    | 85               | 28.1%               | 23.4%               |
| University      | 75               | 24.8%               | 23.2%               |
| None completed  | 5                | 1.7%                | 0.6%                |
| Other           | 10               | 3.3%                | 1.6%                |
| Did Not Respond | 8                | 2.6%                | 2.7%                |



### Question 47 How did you get to the practice today?

| Response               | Practice Results | Practice Percentage | Association Average |
|------------------------|------------------|---------------------|---------------------|
| Car – as the driver    | 238              | 78.8%               | 78.9%               |
| Car – as the passenger | 41               | 13.6%               | 13.9%               |
| Train                  | 0                | 0.0%                | 0.3%                |
| Bus                    | 4                | 1.3%                | 1.4%                |
| Taxi                   | 4                | 1.3%                | 0.8%                |
| Walked                 | 9                | 3.0%                | 3.1%                |
| Other                  | 1                | 0.3%                | 0.2%                |
| Did Not Respond        | 5                | 1.7%                | 1.5%                |



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

Individual responses:

- I have total confidence in the treatment received with my preferred doctor - Dr Lapchine.
- Haven't used after hours service only because I haven't researched it.
- Very lucky and appreciative of having them in our town.
- Very warm and friendly welcome when you arrive.
- I feel very well cared for.
- Wish there were more female practitioners - often need to book at Monbulk for this.
- Bulk billing would help - especially for all types of appointments. Question 30 - I don't get a chance to address all my medical needs as I cannot afford to make enough appointments.
- Very satisfied with care, diagnostic investigations associated with symptoms, pain etc.
- Staff are friendly and everyone knows our names.
- Extremely happy.
- My doctor spent a lot of time understanding my problem and answering my questions.
- Possibly the best medical clinic I have ever attended.
- Quite happy thanks.
- Love all the staff.
- Informative / helpful.
- Very happy with GP and reception staff are caring, amazing! xx
- Staff great especially the nursing staff, they are great with vaccinations for my young children. Well done.
- Very pleased with the care I get from this practice.
- Having lived in every State and Territory in Australia I have found this the best.
- Some more soft seats in the waiting room.
- Having long term medication scripts renewal app??
- Dr Wong is an excellent GP but I am less impressed by the knowledge and skills of some other GPs.
- It's great. Always busy which is good - good doctors.
- Everyone is very helpful.
- They charge too much.
- Excellent.
- Friendly always helpful both receptionists and doctors.
- Fee is expensive. Would like bulk billing.
- Very kind and helpful receptionists, nurses and GPs. Always a good experience
- This is the best and most friendly GP practice that I have ever attended.
- I think this is an excellent GP practice. I highly recommend them.
- Always caring and efficient service.
- Couldn't wish for better.
- Excellent staff and service.
- Always fantastic - wouldn't go anywhere else (unless closed).
- Always make time (appointment) for my children when they're sick.
- Good overall. Have to make appointment to see usual GP up to 1 week ahead. Difficulty with After Hours.
- I find the receptionists helpful and Dr Steer extraordinary.
- Busy, therefore necessary to accept any practitioner, therefore history less known. Not all receptionists pleasant, most are.
- Overall very happy - 30 years + patient.
- Everything is clean, toilets etc. Wonderful clinic.
- What a top practice.
- Pleasant and friendly.
- All staff here have always been very helpful and professional.
- Excellent service for over 30 years.
- This is a great practice - staff are nearly always friendly, professional and caring.
- Long term care has always been understanding and high quality.
- I have been dissatisfied on occasions when I have seen a different GP to my regular one.
- They always ask me for date of birth and address, I should not have to answer this in earshot of other patients.
- The receptionists are absolutely fantastic!!
- Being notified to be here to fill out med papers because of State Trustees.
- All the staff are wonderful.
- Very happy with practice.



- More Drs required, no other clinic nearby to service semi-rural and country area.
- I have always had confidence in this practice that is the reason I have always attended here for many years.
- Sometimes parking can be a struggle.
- I'm confident that my health needs are met.
- Top of the heap.
- Very good to me.
- Friendly service.
- Excellent overall.
- Perfect
- Personable staff and our GP is great.
- Been coming here for years and has always been a warm, caring environment.
- No complaints.
- Better service e.g. reminder of appointments. Calls or contacts (SMS, email) about results. Better access to Dr on phone. Gate-keeping by receptionists is usually prohibitive.
- It's great.
- Great practice.
- Dr Steer excellent.
- Excellent in all ways.
- GP is the best one ever used. I recommend to everyone. Only thing is parking is an issue.
- Happy with the service. Comfortable with usual doctor.
- I would like to see more doctors at this clinic so the waiting times are less.
- Unfailingly excellent.
- Care and service from everybody is excellent.
- I always find that both the receptionists and Medical staff look after me very well.
- Lovely staff.
- It is the best I have ever been to and I cannot praise the doctor and staff highly enough.
- Don't like noisy toys
- The care and concern shown by all in this practice are outstanding.
- Have no complaints. Always treated with respect and smiley faces.
- They are awesome, especially when you need an appointment the day you ring. Very accommodating.
- Doing an amazing job!
- Awesome.
- Place feels like 2nd home. Love the staff.
- Excellent
- Very good.
- I always leave feeling I have been a nuisance to doctor if I try to discuss more or seek more holistic care.
- It's great.
- Excellent service provided by my GP.
- Very happy.
- Always fantastic. All staff are amazing very genuine and caring!!
- Desk staff are friendly, helpful and confident - in fact all the workers here (including Drs etc.).
- Friendly local clinic
- Always great. But would be great if someone could implant a Marina (birth control)
- They are friendly and concern to the patient.
- A little less volume of the radio in the reception area would be good.
- Very pleased with all round care, courtesy and attention.
- Very lovely staff. Great Tuesday music at night.
- A glass of wine would be nice! (Kidding). Very professional and polite!
- Best practice I have ever been to.
- Love my GP services.
- Excellent reception. Friendly and community feeling. High care for children.
- All staff are very helpful, courteous and friendly.
- Always exceptional from Receptionist and all Doctors. Well done.
- Keep up the good work. I have no other better ideas at the moment.
- They are all wonderful staff
- Would recommend it.
- Good to have a practice of this available to us in Emerald.
- I think this practice is run very effectively and I have confidence in all the practitioners here.
- My experience is mainly with Dr Steer finding him very understanding and willing to let me explain things. Bulk billing is very good.

- I have attended this practice for 40 years, for children as well, and I have found the medical staff and the reception very professional and reliable.
- Great caring staff and doctors.
- This practice is the best. I can always get an appointment. They listen well.
- Great bunch of people.
- More doctors needed to allow shorter waiting periods to see your doctor when required.
- Needed to change from Dr Steer to Dr Madden because of long waiting times to see Dr Steer.
- I only go to this practice because they bulk bill children. I personally don't come here.
- Very aware of how fortunate we are to have a practice of this standard always available.
- Great place, needs more community feedback, mental care also
- Always comfortable
- Wouldn't go anywhere else
- I am very happy with this practice
- Very satisfied - welcoming atmosphere - accommodating to my needs
- Always fantastic
- Staff friendly. Can have a laugh. 10 + 10 to all
- Helpful and friendly as always
- Lovely family practice with awesome staff
- Cannot improve perfection
- Staff are all professional, discrete, friendly, accommodating. It is difficult to always make advanced appointments with my preferred doctor. Staff are overworked, there is more need than appointments available.
- More parking needed

## Possible Actions

### **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
- Developing a cancellation list for each doctor.

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

Consider options for reducing the delay for patients seeking to book appointments such as:

- Holding a practice meeting to discuss strategies for reducing the waiting time for appointments
- Analysing availability of sessions over the previous month and developing a plan, for example scheduling patients with chronic diseases to attend on quieter days / times of the day
- Reviewing whether additional GP / practice nurse sessions are required on any days / times
- Increasing the role of practice nurses to reduce the time patients need to spend with GPs, for example nurses seeing patients who are waiting to update their records prior to the consultation.

### **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 and dedicate it to phone calls?

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

Consider improving 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 associated treatment costs beforehand? (Question 14)**

Consider ways of improving patient 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.

### **Did the other health care providers receive the information necessary to provide your care? (Question 16)**

Consider options for improving information provision to other health care providers such as ensuring:

- Referral letters are typed, legible and contain the necessary information from the patient's health record:
  - three approved identifiers
  - the purpose of the referral
  - where appropriate: relevant history, examination findings; current management; known allergies, adverse drug reactions, and current medications
- A copy of all significant referrals is kept in the patient's health record
- The practice follows up significant referrals to ensure that patients have attended their appointments with other health care providers and that the results have been received by the practice.

### **How long did you wait to see the GP after your scheduled appointment time? (Question 17)**

Consider if waiting times could be reduced at the practice, for example:

- Increasing consultation times
- Placing a sign in the waiting room to educate patients to book longer appointments if:
  - they are booking in for a procedure
  - the patient is discussing more than one problem
  - there is more than one family member to be seen
- Informing patients when doctors are running 30+ minutes late
- Limiting visits to one patient, one problem.

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

Consider ways to increase patient satisfaction with the length of appointments, for example by:

- Increasing consultation times
- Advising patients they can book double appointments if they wish to spend more time with the GP
- Advertising standard consultation times.

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

Consider ways in which the practice could increase preventative health, for example by:

- Increasing collection of data and follow up on risk factors (smoking, alcohol, diet, allergies, blood pressure, height / weight / BMI/ waist measurement etc.)
- Engaging in health promotion activities – breast cancer awareness month, QUIT smoking campaigns etc.

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

Consider ways in which the practice could better patients' privacy in the reception area, particularly when asking patients questions about the name, date of birth and address.

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

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

- 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.