



PRIVATE AND CONFIDENTIAL

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CFEP SURVEYS REPORT

PRACTICE ACCREDITATION AND IMPROVEMENT SURVEY

Elmore Vale General Practice

February 2022



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INTRODUCTION

The Practice Accreditation and Improvement Survey (PAIS)

The PAIS is a well-established patient survey widely used by general practices across Australia to gather valuable feedback from patients, which informs meaningful quality improvement within the organisation.

The results from your patient feedback survey have been illustrated in tables and charts with associated benchmarks. Supporting documents have been provided to help you in the interpretation and understanding of your results.

Helping practices meet accreditation requirements

The current iteration of the PAIS is approved for use under the RACGP's Standards for general practice (5th edition) and will assist your practice to meet its requirements for accreditation in a number of ways:

- The results from this patient feedback survey will reflect Criterion QI 1.2 Indicator A.
- An Action Plan* has been included in the Supporting Documents section of this report. Using this Action Plan may assist you in satisfying Criterion QI 1.2 Indicator B.
**We value your feedback and would be grateful for a copy of your Action Plan to help us to develop our high standards and to continue our ongoing commitment to quality improvement.*
- A Certificate of Completion and a Practice Improvement Plan have also been included in the Supporting Documents section of this report. These may support you in demonstrating Criterion QI 1.2 Indicator C.

Use of data from this report

The data in your report will be held in accordance with the relevant data protection requirements. Your anonymised data will be aggregated with data from all other participating practices, and may be used in the generation of national performance benchmarks and contribute to academic literature.

In most circumstances, the feedback report is entirely confidential and would not be shared with anyone else unless specifically requested by the named contact on the report or without their prior knowledge.

However, in the unlikely event where instances of potential professional misconduct have been identified or where patient safety may be affected, the feedback will be referred to CFEP Surveys' Senior Management Team and further action taken if required.

CONTACT CFEP SURVEYS

This report has been compiled, analysed and audited by the CFEP Surveys Team.

For any questions regarding your report, please contact us on:

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Thank you for undertaking this patient feedback activity with us.

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YOUR PATIENT FEEDBACK

Number of patients providing feedback: 157

DISTRIBUTION AND FREQUENCY OF RATINGS FROM PATIENTS

Table 1: Distribution and frequency of ratings (questions 1 - 28)

| | Poor | Fair | Good | Very Good | Excellent | Blank / Spoilt |
|--|------|------|------|-----------|-----------|----------------|
| Q1 Making an appointment | 0 | 1 | 21 | 57 | 77 | 1 |
| Q2 Telephone access to a doctor/nurse | 1 | 5 | 27 | 51 | 64 | 9 |
| Q3 Obtaining a home/other visit | 6 | 6 | 19 | 43 | 36 | 47 |
| Q4 After-hours service | 5 | 5 | 21 | 39 | 35 | 52 |
| Q5 Seeing doctor/nurse of choice | 3 | 8 | 25 | 52 | 67 | 2 |
| Q6 Consultation and waiting area comfort | 0 | 1 | 21 | 48 | 85 | 2 |
| Q7 Availability of privacy | 1 | 1 | 12 | 48 | 79 | 16 |
| Q8 Waiting time in surgery | 3 | 10 | 44 | 59 | 40 | 1 |
| Q9 Satisfaction with consultation | 0 | 0 | 6 | 40 | 109 | 2 |
| Q10 Warmth of greeting | 0 | 0 | 2 | 35 | 117 | 3 |
| Q11 Ability to listen | 0 | 0 | 5 | 43 | 104 | 5 |
| Q12 Explanations | 0 | 1 | 7 | 44 | 101 | 4 |
| Q13 Reassurance | 0 | 0 | 8 | 46 | 99 | 4 |
| Q14 Confidence in ability | 0 | 0 | 7 | 35 | 112 | 3 |
| Q15 Able to express concerns/fears | 0 | 0 | 8 | 41 | 103 | 5 |
| Q16 Respect shown to patient | 0 | 0 | 4 | 32 | 117 | 4 |
| Q17 Time for visit | 0 | 0 | 9 | 50 | 94 | 4 |
| Q18 Consideration of personal situation | 0 | 0 | 7 | 46 | 100 | 4 |
| Q19 Concern for patient | 0 | 0 | 7 | 41 | 106 | 3 |
| Q20 Recommendation | 0 | 0 | 6 | 42 | 106 | 3 |
| Q21 Treatment by staff | 0 | 1 | 6 | 39 | 108 | 3 |
| Q22 Staff keep my information private | 0 | 1 | 5 | 36 | 109 | 6 |
| Q23 Information on fees | 0 | 1 | 24 | 47 | 79 | 6 |
| Q24 Opportunity for making complaints | 1 | 2 | 17 | 37 | 70 | 30 |
| Q25 Information on staying healthy | 0 | 2 | 13 | 47 | 84 | 11 |
| Q26 Coordination of my care | 0 | 0 | 10 | 46 | 89 | 12 |
| Q27 Respect of right to second opinion | 0 | 0 | 13 | 44 | 72 | 28 |
| Q28 Overall satisfaction with practice | 0 | 1 | 5 | 34 | 110 | 7 |

Blank/spoilt responses are not included in your mean percentage score analysis.

YOUR PATIENT FEEDBACK

Number of patients providing feedback: 157

YOUR MEAN PERCENTAGE SCORES AND BENCHMARKS

Table 2: Your mean percentage scores benchmarked against data from all participating practices

| | Your mean score (%) | Benchmark data: all practices mean scores (%) * | | | | |
|--|---------------------|---|----------------|--------|----------------|-----|
| | | Min | Lower Quartile | Median | Upper Quartile | Max |
| Q1 Making an appointment | 84 | 35 | 79 | 84 | 89 | 100 |
| Q2 Telephone access to a doctor/nurse | 79 | 28 | 66 | 72 | 78 | 100 |
| Q3 Obtaining a home/other visit | 72 | 21 | 63 | 69 | 75 | 100 |
| Q4 After-hours service | 72 | 13 | 65 | 71 | 77 | 100 |
| Q5 Seeing doctor/nurse of choice | 78 | 15 | 75 | 81 | 87 | 100 |
| Q6 Consultation and waiting area comfort | 85 | 31 | 75 | 81 | 86 | 100 |
| Q7 Availability of privacy | 86 | 43 | 78 | 83 | 87 | 100 |
| Q8 Waiting time in surgery | 70 | 15 | 58 | 66 | 74 | 100 |
| Q9 Satisfaction with consultation | 92 | 48 | 83 | 87 | 91 | 100 |
| Q10 Warmth of greeting | 94 | 44 | 84 | 88 | 92 | 100 |
| Q11 Ability to listen | 91 | 45 | 83 | 88 | 91 | 100 |
| Q12 Explanations | 90 | 43 | 82 | 87 | 90 | 100 |
| Q13 Reassurance | 90 | 45 | 81 | 86 | 90 | 100 |
| Q14 Confidence in ability | 92 | 45 | 83 | 88 | 92 | 100 |
| Q15 Able to express concerns/fears | 91 | 35 | 82 | 86 | 90 | 100 |
| Q16 Respect shown to patient | 93 | 47 | 85 | 89 | 93 | 100 |
| Q17 Time for visit | 89 | 44 | 81 | 85 | 89 | 100 |
| Q18 Consideration of personal situation | 90 | 45 | 82 | 87 | 90 | 100 |
| Q19 Concern for patient | 91 | 46 | 83 | 87 | 91 | 100 |
| Q20 Recommendation | 91 | 48 | 84 | 88 | 92 | 100 |
| Q21 Treatment by staff | 91 | 47 | 83 | 87 | 91 | 100 |
| Q22 Staff keep my information private | 92 | - | - | - | - | - |
| Q23 Information on fees | 84 | 28 | 78 | 83 | 87 | 100 |
| Q24 Opportunity for making complaints | 84 | 36 | 74 | 79 | 84 | 100 |
| Q25 Information on staying healthy | 86 | 38 | 76 | 81 | 85 | 100 |
| Q26 Coordination of my care | 89 | - | - | - | - | - |
| Q27 Respect of right to second opinion | 86 | 23 | 76 | 81 | 85 | 100 |
| Q28 Overall satisfaction with practice | 92 | 46 | 83 | 88 | 92 | 100 |

| | |
|--|---|
| | Your mean score for this question falls in or above the highest 25% of all PAIS mean scores |
| | Your mean score for this question falls in the middle 50% of all PAIS mean scores |
| | Your mean score for this question falls in or below the lowest 25% of all PAIS mean scores |

10015

*Benchmarks are based on data from 7,698 surveys completed by 5,316 practices between October 2012 and December 2017, where each survey had a minimum of 30 questionnaires returned, totalling 861,375 patient questionnaires.

See the supporting documents at the end of this report for percentage score calculation and quartile information.

- Benchmark data not available

YOUR PATIENT FEEDBACK

Number of patients providing feedback: 157

YOUR MEAN PERCENTAGE SCORES AND BENCHMARKS – FTE AND REMOTENESS AREA SPECIFIC

Table 3: Your mean percentage scores benchmarked against your FTE GP and Remoteness Area categories (4+ - 6 FTE, RA1)

| | Your mean score (%) | Benchmark data (%) (4+ - 6 FTE, RA1)* | | | | |
|--|---------------------|---------------------------------------|----------------|--------|----------------|-----|
| | | Min | Lower Quartile | Median | Upper Quartile | Max |
| Q1 Making an appointment | 84 | 44 | 77 | 82 | 86 | 95 |
| Q2 Telephone access to a doctor/nurse | 79 | 34 | 64 | 68 | 73 | 89 |
| Q3 Obtaining a home/other visit | 72 | 35 | 62 | 66 | 71 | 88 |
| Q4 After-hours service | 72 | 37 | 63 | 68 | 73 | 90 |
| Q5 Seeing doctor/nurse of choice | 78 | 46 | 73 | 78 | 82 | 94 |
| Q6 Consultation and waiting area comfort | 85 | 44 | 72 | 78 | 82 | 93 |
| Q7 Availability of privacy | 86 | 50 | 76 | 80 | 84 | 94 |
| Q8 Waiting time in surgery | 70 | 32 | 55 | 61 | 67 | 89 |
| Q9 Satisfaction with consultation | 92 | 57 | 81 | 86 | 89 | 96 |
| Q10 Warmth of greeting | 94 | 58 | 82 | 87 | 90 | 96 |
| Q11 Ability to listen | 91 | 58 | 82 | 86 | 90 | 97 |
| Q12 Explanations | 90 | 58 | 81 | 86 | 89 | 96 |
| Q13 Reassurance | 90 | 58 | 80 | 85 | 89 | 96 |
| Q14 Confidence in ability | 92 | 60 | 82 | 87 | 91 | 97 |
| Q15 Able to express concerns/fears | 91 | 57 | 80 | 85 | 89 | 96 |
| Q16 Respect shown to patient | 93 | 60 | 84 | 88 | 91 | 97 |
| Q17 Time for visit | 89 | 57 | 79 | 84 | 87 | 94 |
| Q18 Consideration of personal situation | 90 | 58 | 80 | 86 | 89 | 95 |
| Q19 Concern for patient | 91 | 58 | 81 | 86 | 90 | 96 |
| Q20 Recommendation | 91 | 58 | 82 | 87 | 91 | 96 |
| Q21 Treatment by staff | 91 | 58 | 80 | 85 | 88 | 96 |
| Q22 Staff keep my information private | 92 | - | - | - | - | - |
| Q23 Information on fees | 84 | 56 | 76 | 80 | 83 | 94 |
| Q24 Opportunity for making complaints | 84 | 50 | 72 | 76 | 80 | 92 |
| Q25 Information on staying healthy | 86 | 55 | 74 | 78 | 82 | 94 |
| Q26 Coordination of my care | 89 | - | - | - | - | - |
| Q27 Respect of right to second opinion | 86 | 53 | 75 | 79 | 82 | 93 |
| Q28 Overall satisfaction with practice | 92 | 58 | 81 | 86 | 89 | 96 |

| | |
|--|---|
| | Your mean score for this question falls in or above the highest 25% of all PAIS mean scores |
| | Your mean score for this question falls in the middle 50% of all PAIS mean scores |
| | Your mean score for this question falls in or below the lowest 25% of all PAIS mean scores |

10017

*Benchmarks are based on data from 704 surveys completed by 587 practices with 4+ - 6 FTE doctors and in category RA1 between November 2012 and December 2017, where each survey had a minimum of 30 questionnaires returned, totalling 117,540 patient questionnaires.

See the supporting documents at the end of this report for percentage score calculation and quartile information.

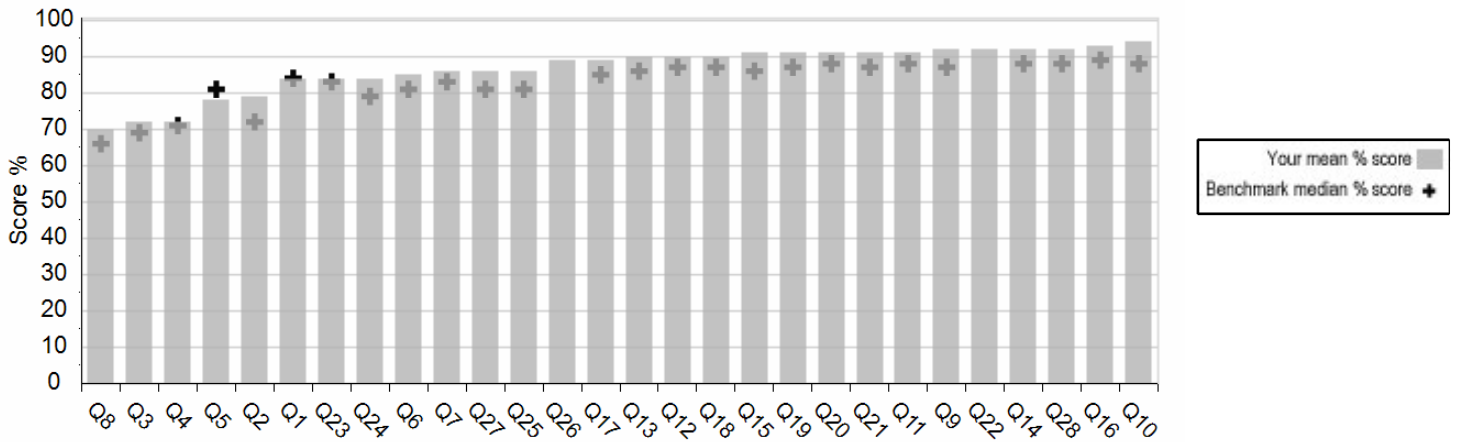
- Benchmark data not available

YOUR PATIENT FEEDBACK

Number of patients providing feedback: 157

YOUR MEAN PERCENTAGE SCORES AND BENCHMARKS

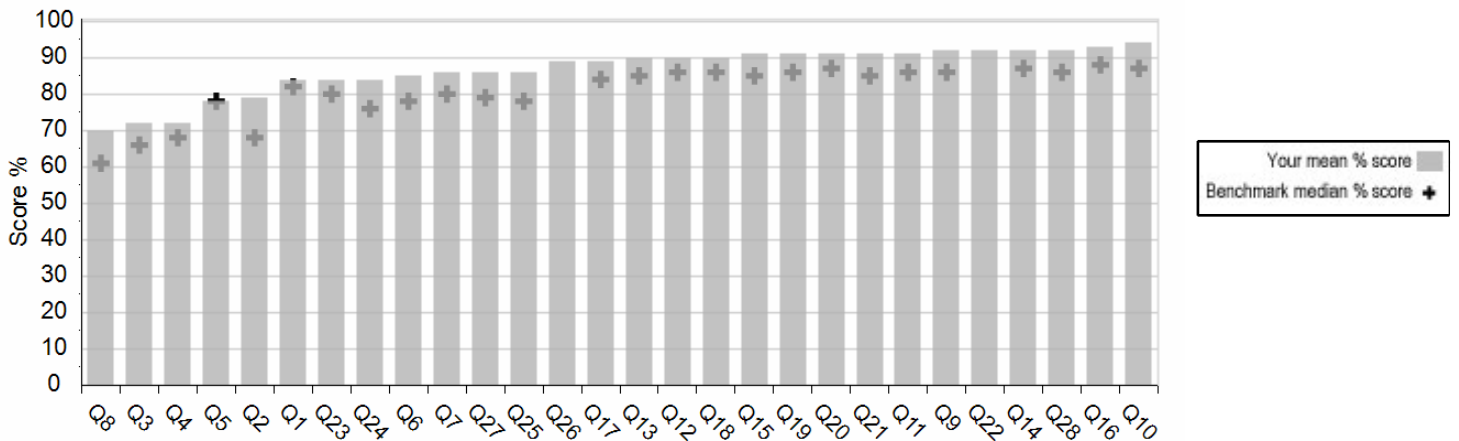
Graph 1: Your mean percentage scores in ascending order of performance with benchmark mean scores from all participating practices



10015

YOUR MEAN PERCENTAGE SCORES AND BENCHMARKS – FTE AND REMOTENESS AREA SPECIFIC

Graph 2: Your mean percentage scores in ascending order of performance with benchmark mean scores (4+ - 6 FTE, RA1)



10017

YOUR PATIENT FEEDBACK

Number of patients providing feedback: 157

YOUR MEAN PERCENTAGE SCORES AND BENCHMARKS BY DOMAIN – FTE AND REMOTENESS AREA SPECIFIC

Table 4: Your mean percentage scores by domain, benchmarked against your FTE GP and Remoteness Area categories (4+ - 6 FTE, RA1)

| Domain** | Your mean score (%) | Benchmark data (%) (4+ - 6 FTE, RA1)* | | | | |
|--|---------------------|---------------------------------------|----------------|--------|----------------|-----|
| | | Min | Lower Quartile | Median | Upper Quartile | Max |
| 1 - Access and availability | 79 | 44 | 69 | 73 | 77 | 89 |
| 2 - Provision of information | 85 | 54 | 74 | 78 | 82 | 92 |
| 3 - Privacy and confidentiality | 88 | 47 | 74 | 79 | 83 | 92 |
| 4 - Continuity of care | 83 | 46 | 73 | 78 | 82 | 94 |
| 5 - Communication skills of staff | 91 | 58 | 81 | 86 | 89 | 95 |
| 6 - Interpersonal skills of clinical staff | 92 | 59 | 82 | 87 | 90 | 96 |

| | |
|--|---|
| | Your mean score for this question falls in or above the highest 25% of all PAIS mean scores |
| | Your mean score for this question falls in the middle 50% of all PAIS mean scores |
| | Your mean score for this question falls in or below the lowest 25% of all PAIS mean scores |

10017

*Benchmarks are based on data from 704 surveys completed by 587 practices with 4+ - 6 FTE doctors and in category RA1 between November 2012 and December 2017, where each survey had a minimum of 30 questionnaires returned, totalling 117,540 patient questionnaires. See the supporting documents at the end of this report for percentage score calculation and quartile information.

Table 5: Your mean score and FTE GP (all category) benchmarks

| Domain** | Your mean score (%) | Median benchmark data (%) * Number of FTE GPs for RA1 | | | | | |
|--|---------------------|---|---------|---------|---------|----|-----|
| | | <1 | >1 to 2 | >2 to 4 | >4 to 6 | >6 | All |
| 1 - Access and availability | 79 | 81 | 78 | 76 | 73 | 70 | 76 |
| 2 - Provision of information | 85 | 85 | 83 | 81 | 78 | 75 | 81 |
| 3 - Privacy and confidentiality | 88 | 85 | 83 | 81 | 79 | 76 | 81 |
| 4 - Continuity of care | 83 | 88 | 84 | 81 | 78 | 74 | 81 |
| 5 - Communication skills of staff | 91 | 90 | 88 | 87 | 86 | 83 | 87 |
| 6 - Interpersonal skills of clinical staff | 92 | 91 | 89 | 88 | 87 | 84 | 88 |

This table has been created to illustrate the difference in scoring achieved by each FTE GP category within your specified Remoteness Area category. The mean percentage scores displayed within the benchmark table equate to the median (middle) mean percentage score achieved by all practices within the relevant FTE category and specified Remoteness Area category. Your FTE GP category has been shaded within the benchmark table.

*Benchmarks are based on data from 5,165 surveys completed by 3,636 practices in category RA1 between October 2012 and December 2017, where each survey had a minimum of 30 questionnaires returned, totalling 597,657 patient questionnaires.

**Your percentage mean score for each domain has been calculated based on collated data from groups of questions in this survey (see below).

| Domain | Questions |
|--|-----------------------|
| 1 - Access and availability | 1, 2, 3, 4, 8, 17, 27 |
| 2 - Provision of information | 23, 24, 25 |
| 3 - Privacy and confidentiality | 6, 7, 22 |
| 4 - Continuity of care | 5, 26 |
| 5 - Communication skills of staff | 11, 12, 15, 18, 21 |
| 6 - Interpersonal skills of clinical staff | 10, 13, 14, 16, 19 |

YOUR PATIENT FEEDBACK

Number of patients providing feedback: 157

YOUR PATIENT DEMOGRAPHICS (BASED ON THOSE WHO COMPLETED THE QUESTIONNAIRE)

Table 6: Number of patient responses by demographic category, your mean scores and benchmarks

| | Number of responses | Your mean score (%) | Benchmark data (%)* | | | | |
|--------------------------------------|---------------------|---------------------|---------------------|----------------|--------|----------------|-----|
| | | | Min | Lower Quartile | Median | Upper Quartile | Max |
| Gender | | | | | | | |
| Female | 97 | 85 | 45 | 79 | 84 | 88 | 100 |
| Male | 54 | 91 | 44 | 78 | 83 | 87 | 100 |
| Blank | 6 | 73 | 22 | 73 | 80 | 86 | 99 |
| Age | | | | | | | |
| Under 25 | 9 | 95 | 36 | 74 | 81 | 87 | 100 |
| 25 - 59 | 43 | 86 | 46 | 78 | 83 | 87 | 100 |
| 60 + | 99 | 87 | 45 | 80 | 84 | 88 | 100 |
| Blank | 6 | 73 | 10 | 69 | 77 | 83 | 100 |
| Visit with usual doctor/nurse | | | | | | | |
| Yes | 102 | 88 | 47 | 80 | 85 | 88 | 100 |
| No | 46 | 87 | 27 | 73 | 79 | 84 | 100 |
| Blank | 9 | 79 | 12 | 72 | 78 | 84 | 99 |
| Visits in last year | | | | | | | |
| 1 - 5 Visits | 92 | 88 | - | - | - | - | - |
| 6+ visits | 60 | 86 | - | - | - | - | - |
| Blank | 5 | 81 | - | - | - | - | - |
| Chronic illness or disability | | | | | | | |
| Yes | 67 | 87 | 46 | 80 | 84 | 88 | 100 |
| No | 82 | 87 | 40 | 78 | 83 | 87 | 100 |
| Blank | 8 | 83 | 11 | 72 | 79 | 85 | 100 |
| Speak English at home | | | | | | | |
| Yes | 153 | 87 | 46 | 79 | 83 | 87 | 100 |
| No | 1 | -- | 37 | 72 | 79 | 85 | 100 |
| Blank | 3 | -- | 32 | 69 | 76 | 83 | 99 |

*Benchmarks are based on data from 7,698 surveys completed by 5,316 practices between October 2012 and December 2017, where each survey had a minimum of 30 questionnaires returned, totalling 861,375 patient questionnaires.

-- Score not provided. In the event that there are less than 5 patient responses for any category, the score will not be illustrated.

- Benchmark data not available

See the supporting documents at the end of this report for percentage score calculation and quartile information.

Statistical reliability cannot be guaranteed for small numbers but act as a guide.

YOUR PATIENT FEEDBACK

Number of patients providing feedback: 157

YOUR PATIENT DEMOGRAPHICS (BASED ON THOSE WHO COMPLETED THE QUESTIONNAIRE)

Table 6: Number of patient responses by demographic category, your mean scores and benchmarks

| | Number of responses | Your mean score (%) | Benchmark data (%)* | | | | |
|---|---------------------|---------------------|---------------------|----------------|--------|----------------|-----|
| | | | Min | Lower Quartile | Median | Upper Quartile | Max |
| Speak another language | | | | | | | |
| Yes | 9 | 77 | 37 | 76 | 82 | 87 | 100 |
| No | 140 | 88 | 38 | 79 | 84 | 87 | 100 |
| Blank | 8 | 88 | 40 | 74 | 80 | 85 | 100 |
| Born in Australia | | | | | | | |
| Yes | 134 | 88 | 45 | 79 | 84 | 87 | 100 |
| No | 19 | 79 | 46 | 78 | 83 | 87 | 100 |
| Blank | 4 | -- | 36 | 71 | 78 | 84 | 100 |
| Aboriginal or Torres Strait Islander | | | | | | | |
| Yes | 3 | -- | 21 | 70 | 78 | 86 | 100 |
| No | 148 | 87 | 45 | 79 | 83 | 87 | 100 |
| Blank | 6 | 89 | 40 | 74 | 80 | 86 | 100 |
| Concession or Healthcare Card | | | | | | | |
| Yes | 75 | 87 | 47 | 79 | 84 | 88 | 100 |
| No | 67 | 87 | 47 | 78 | 83 | 87 | 100 |
| Blank | 15 | 83 | 19 | 72 | 79 | 85 | 100 |
| Level of education | | | | | | | |
| Never attended school | 0 | -- | 34 | 62 | 72 | 79 | 100 |
| TAFE or Trade Certificate or Diploma | 58 | 89 | 43 | 78 | 83 | 88 | 100 |
| Primary school | 2 | -- | 37 | 74 | 80 | 86 | 100 |
| University or other Tertiary Institute degree | 45 | 86 | 48 | 78 | 83 | 88 | 100 |
| High school | 39 | 86 | 46 | 79 | 83 | 88 | 100 |
| Other | 10 | 83 | 37 | 76 | 83 | 87 | 100 |
| Blank | 3 | -- | 22 | 70 | 77 | 83 | 99 |

*Benchmarks are based on data from 7,698 surveys completed by 5,316 practices between October 2012 and December 2017, where each survey had a minimum of 30 questionnaires returned, totalling 861,375 patient questionnaires.

-- Score not provided. In the event that there are less than 5 patient responses for any category, the score will not be illustrated.

- Benchmark data not available

See the supporting documents at the end of this report for percentage score calculation and quartile information.

Statistical reliability cannot be guaranteed for small numbers but act as a guide.

YOUR PATIENT FEEDBACK

Number of patients providing feedback: 157

PREVIOUS SURVEY SCORES COMPARISON

Table 7: Your current and previous mean percentage scores

| | Current scores | February 2018 | March 2015 |
|--|----------------|---------------|------------|
| Q1 Making an appointment | 84 | 92 | 89 |
| Q2 Telephone access to a doctor/nurse | 79 | 80 | 74 |
| Q3 Obtaining a home/other visit | 72 | 74 | 72 |
| Q4 After-hours service | 72 | 70 | 74 |
| Q5 Seeing doctor/nurse of choice | 78 | 78 | 75 |
| Q6 Consultation and waiting area comfort | 85 | 89 | 87 |
| Q7 Availability of privacy | 86 | 87 | 88 |
| Q8 Waiting time in surgery | 70 | 67 | 65 |
| Q9 Satisfaction with consultation | 92 | 92 | 90 |
| Q10 Warmth of greeting | 94 | 94 | 92 |
| Q11 Ability to listen | 91 | 94 | 92 |
| Q12 Explanations | 90 | 92 | 91 |
| Q13 Reassurance | 90 | 91 | 90 |
| Q14 Confidence in ability | 92 | 94 | 92 |
| Q15 Able to express concerns/fears | 91 | 93 | 91 |
| Q16 Respect shown to patient | 93 | 95 | 93 |
| Q17 Time for visit | 89 | 90 | 90 |
| Q18 Consideration of personal situation | 90 | 93 | 92 |
| Q19 Concern for patient | 91 | 94 | 92 |
| Q20 Recommendation | 91 | 93 | 93 |
| Q21 Treatment by staff | 91 | 96 | 94 |
| Q22 Staff keep my information private | 92 | -- | -- |
| Q23 Information on fees | 84 | 89 | 87 |
| Q24 Opportunity for making complaints | 84 | 86 | 83 |
| Q25 Information on staying healthy | 86 | 86 | 84 |
| Q26 Coordination of my care | 89 | -- | -- |
| Q27 Respect of right to second opinion | 86 | 87 | 86 |
| Q28 Overall satisfaction with practice | 92 | 94 | 92 |

YOUR PATIENT FEEDBACK

Number of patients providing feedback: 157

YOUR PATIENT COMMENTS

From the free text component of the questionnaire.

All comments have been included in their entirety but details which could identify a specific practitioner, practice or patient have been removed to ensure anonymity.

How can the doctor/nurse and/or practice staff improve their service?

- They are the best.
- Education to new members of staff on chronically ill patients would be preferred. Find it sometimes confronting and difficult trying to get appointments for regular health check ups/treatments and sometimes members of staff are taken aback or had to advise I am a regular patient with the clinic and require a lot of appointments.
- Nothing, I have always been happy with how they operate and appreciate the fact that recently it's been harder to get through on the phone because of COVID-19 vaccines and demand. Excellent practice!
- All new staff aware of processes, i.e. how script to pharmacy next door works - rather than sending patient around searching for it.
- Nothing to improve.
- No need, very friendly and helpful.
- I do not like the new phone system, it often just goes to 'Good bye' before you can speak to a staff member or leave a message.
- It is not always easy to see the doctor of my choice because they are not here everyday.
- Cannot better it.
- I've never had any problems with any aspect of this practice.
- Don't know, because I don't think that is possible.
- Keep it up!
- Keep it up.
- Nothing I can think of! All staff are very friendly and nice, I really appreciate your service!
- This is a very welcoming and caring practice - all staff are wonderful and have been for many years I have been attending.
- Great practice, staff and environment.
- No improvement needed in my opinion.
- Shorter wait times to see preferred doctor. There was confusion when five - eleven year olds could get their vaccination shot - was told one day they were not doing them - rang back following day to get straight in.
- No need, great practice.
- I would like to have the option of communication/bookings be electronic. An online system would be very welcome.
- Very satisfied with the service my GP and all staff, very professional.
- It is difficult to reach some members of staff as the phone service frequently is disconnected after it is answered.
- Some of the receptionists are sometimes unhelpful over the phone. In the instance of being refused eligibility for a vaccine I was told I had to book an appointment - several days away to discuss this with the doctor who refused me.
- For comfort and safety of elderly patients you need chairs in the reception room that have arms. It is much easier and safer for the elderly to sit and stand.
- They are very good.
- I am very happy with this practice and have visited for over 20 years.

YOUR PATIENT FEEDBACK

Number of patients providing feedback: 157

YOUR PATIENT COMMENTS

From the free text component of the questionnaire.

All comments have been included in their entirety but details which could identify a specific practitioner, practice or patient have been removed to ensure anonymity.

How can the doctor/nurse and/or practice staff improve their service?

- No room for improvement because they are perfect.
- Perhaps allow for longer appointments - to reduce waiting times - I realise there are emergencies.
- Nothing comes to mind.
- None needed.
- Not a lot.
- Service is very good, no complaints.

SUPPORTING DOCUMENTS

Number of patients providing feedback: 157

DETAILS OF SCORE CALCULATION

The score provided for each question in this questionnaire is the mean (average) value of all of the ratings from all patients who completed the question. It is expressed as a percentage - so the best possible score is 100%. Non-rated responses (Blank/spoilt) are not used in the score calculations. (A blank response is where a patient did not respond to the question and a spoilt response is where more than one tick box option was chosen or the questionnaire was defaced).

Example from your Q1 Making an appointment

Total number of responses = 157

| Questionnaire rating scale | Poor | Fair | Good | Very Good | Excellent | Non rated responses |
|-------------------------------|------|------|------|-----------|-----------|---------------------|
| Number of ratings | 0 | 1 | 21 | 57 | 77 | 1 |
| Value assigned to each rating | 0 | 25 | 50 | 75 | 100 | n/a |

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{total number of responses} - \text{number of Non rated responses})} = \frac{(0 \times 0) + (1 \times 25) + (21 \times 50) + (57 \times 75) + (77 \times 100)}{(157 - 1)} = \frac{13050}{156}$$

Your score for Q1 = 84%

EXPLANATION OF THE BENCHMARK DATA RANGE

In statistics a quartile is any one of the three values that divide data into four equal parts, each part represents ¼ of the sampled population.

Quartiles comprise:

Lower quartile, below which lies the lowest 25% of the data.

The median, cuts the data set in half and around which lies the middle 50% of the data.

Upper quartile, above which lies the top 25% of the data

| Question | Your score (%) | Benchmark data (%)* | | | | |
|--------------------------|----------------|---------------------|----------------|--------|----------------|---------|
| | | Min | Lower Quartile | Median | Upper Quartile | Maximum |
| Q1 Making an appointment | 84 | 35 | 79 | 84 | 89 | 100 |

10015

*Benchmarks are based on data from 7,698 surveys completed by 5,316 practices between October 2012 and December 2017, where each survey had a minimum of 30 questionnaires returned, totalling 861,375 patient questionnaires.

SAMPLE QUESTIONNAIRE

Number of patients providing feedback: 157

Practice Accreditation and Improvement Survey

Example
Example



Office use only
Org ID 00000
Survey ID 00000
GP PID 00000

YOU CAN HELP THIS GENERAL PRACTICE IMPROVE ITS SERVICE

- Your practice would welcome your feedback. If you choose not to participate, your care will not be affected.
- No-one at the practice will be able to identify your personal responses. Anonymised data may be used for research.
- If you are filling out this questionnaire on behalf of someone else please give their judgment of their experience if possible.
- Please mark the box like this with a ball point pen. If you change your mind just cross out your old response and make your new choice (with a tick in the box)

| Please rate the following | | Poor | Fair | Good | Very Good | Excellent |
|---------------------------|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1 | My level of satisfaction with making an appointment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 | Opportunity of speaking to a clinician on the telephone when necessary | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 | Opportunity for obtaining a home or other visit when necessary | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 | Level of satisfaction with the after-hours service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 | Chances of seeing the clinician of my choice | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6 | Comfort level of consultation and waiting areas | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7 | Availability of privacy if needed or distressed, including asking my permission if a third party is invited to be present (e.g. medical student, family or staff member) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8 | Length of time waiting to see the clinician | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| About the clinician (whom you just saw) | | Poor | Fair | Good | Very Good | Excellent |
|---|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 9 | My overall satisfaction with this visit and the clinician is | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10 | The warmth of the consultation meeting to me was | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 11 | On this visit I would rate the clinician's ability to really listen to me as | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 12 | The clinician's explanations and information provided about my medical condition was | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 13 | The extent to which I felt reassured by the clinician was | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 14 | My confidence in the clinician's ability is | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 15 | The opportunity the clinician gave me to express my concerns or fears about my care was | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 16 | The respect shown to me by the clinician was | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 17 | The amount of time given to me for this visit was | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 18 | The clinician's consideration of my personal situation when advising me was | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 19 | The clinician's concern for me as a person in this visit was | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 20 | The recommendation I would give to my friends about the clinician would be | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Please turn over ↶



SAMPLE QUESTIONNAIRE

Number of patients providing feedback: 157



| About the staff | | Poor | Fair | Good | Very Good | Excellent |
|-----------------|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 21 | The manner in which I was treated by the staff (e.g. receptionists, practice manager) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 22 | The way in which staff keep my personal information private and confidential | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 23 | Information provided by the practice on fees and other potential costs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 24 | The opportunity for making complaints to the practice about its service and quality of care | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Finally | | Poor | Fair | Good | Very Good | Excellent |
| 25 | The information provided by the practice about how to prevent illness and stay healthy (e.g. alcohol use, health risks of smoking, diet habits, etc.) was | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 26 | The coordination of my care by the practice with other healthcare providers (e.g. hospital, specialists, allied health professionals etc.) was | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 27 | The practice's respect of my right to seek a second opinion was | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 28 | My overall satisfaction with the general practice is | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 29 | How can the clinician and/or practice staff improve their service? | | | | | |

The following questions provide us only with general information about the range of people who have responded to this survey. This information will not be used to identify you and will remain confidential.

| | | | | |
|---|--|--|---|---|
| Are you: <input type="checkbox"/> Female <input type="checkbox"/> Male | How old are you in years? <input type="checkbox"/> Under 25 <input type="checkbox"/> 25 – 59 <input type="checkbox"/> 60+ | Was this visit with your usual clinician? <input type="checkbox"/> Yes <input type="checkbox"/> No | How many times have you visited the practice in the past year? <input type="checkbox"/> 1 – 5 visits <input type="checkbox"/> 6+ visits | Do you have any chronic illness or disability that is likely to affect you over a long period of time? <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Your background: (please answer each of the four questions below) | | | | Do you hold a Concession or Healthcare Card? |
| Do you primarily speak English at home? | <input type="checkbox"/> Yes <input type="checkbox"/> No | Do you speak another language apart from English? | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> Yes |
| Were you born in Australia? | <input type="checkbox"/> Yes <input type="checkbox"/> No | Are you of Aboriginal or Torres Strait Islander descent? | <input type="checkbox"/> Yes <input type="checkbox"/> No | <input type="checkbox"/> No |
| What is the highest level of education (please mark one box only) you have completed? | | | | |
| <input type="checkbox"/> Never attended school | <input type="checkbox"/> TAFE or Trade Certificate or Diploma | | | |
| <input type="checkbox"/> Primary school | <input type="checkbox"/> University or some other Tertiary Institute degree | | | |
| <input type="checkbox"/> High school | <input type="checkbox"/> Other | | | |

Thank you for your time and assistance in completing this questionnaire

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ADDING VALUE TO YOUR SURVEY

Number of patients providing feedback: 157

Introduction

We recognise the constant pressures faced by practice teams on a daily basis and commend you on your constant drive to enhance the care, safety and service provided to your patients. Although you've now received feedback from a number of patients and received your report, it's important to recognise the ongoing value of patient engagement and feedback as part of your continuous quality improvement journey.

Involving patients, via systematic feedback and further discussions, can lead to tangible differences in the quality and satisfaction of their healthcare experience with your team. Such differences could lead to increased patient activation levels, health outcomes and competitive advantages.

Using the survey to improve patient relations

As part of the RACGP Standards 5th edition accreditation requirements, Criterion QI 1.2 Indicator > C, requires that following the completion of the patient feedback process, practices share the results with their patients. Recognising that all patient feedback collected as part of the survey process is anonymous, you may find the following opportunities for sharing your results with your patients helpful:

- Display summary posters of key findings within your practice.
- Produce an A4 results summary document and placing it on your practice notice board.
- Publish an easy-to-read feature (in your current practice newsletter or a one-off newsletter) and/or website highlighting the key findings for patients. This could also provide an opportunity to request additional patient engagement to support with identified quality improvement initiatives or changes within the practice.
- Host a webinar or information session at your practice to explain the findings to an invited or extended group of patients.
- Schedule an event which includes practice staff and patients, to discuss the results and agree on methods of communicating the results to other patients. This group could develop an ongoing action plan to implement changes with the potential to meet regularly to discuss additional improvement opportunities.

Using the survey to improve your own practice

Undertaking the survey provides an opportunity for quality improvement however it's the actionable outputs and commitment by your team that will support your practice to see future improvements in scores. It's useful to utilise your action plan, which can also detail strategies, milestones and timelines, for change while ensuring your team is committed and accountable to making quality improvements happen.

The survey can act as a baseline measurement, which in subsequent years can be used to show whether improvements have been made. Although the RACGP Standard stipulate that this occurs every three years, your team may like to make this an annual process to allow for more regular assessment of your practice and patient experiences.

ACTION PLAN

Number of patients providing feedback: 157

Thank you for completing the Practice Accreditation Improvement Survey (PAIS) with CFEP Surveys.

This action plan includes questions that are designed to help your team reflect on the results of practice's patient survey. We encourage you to take particular note of your mean percentage score for each question (found on page 2 of your report), your domain scores (found on page 4 of your report), and to compare your scores to the national benchmarks. Reviewing patient comments provides unique further insight and perspective.

Understanding of your report findings will allow your practice team to celebrate your strengths and to think about ways things could be done differently. It will also support you to identify new initiatives that could be implemented as part of continuous quality improvement within your practice. We encourage you to take the time to consider your responses and opportunities to support actionable outputs.

Undertaking a team meeting dedicated to gathering ideas based on the findings within your report provides staff with the opportunity to discuss the findings and reflect on the results, while creating a culture of collaboration and transparency.

1. Which are the areas where the practice is performing strongly? Are you pleased with the scores and why?

| Areas where the practice is performing strongly | Your brief commentary |
|---|-----------------------|
| 1. | |
| 2. | |
| 3. | |

2. Which are the areas where the survey identified the greatest potential for improvement?

What actions might you take to improve performance? Look for practical and realistic actions.

| Areas where the survey identified the greatest potential for improvement | Your brief commentary | Action taken to improve performance |
|--|-----------------------|-------------------------------------|
| 1. | | |
| 2. | | |
| 3. | | |

ACTION PLAN

Number of patients providing feedback: 157

3. Did the practice staff discuss the results of the survey?

YES NO

If YES, how and when was this done?

If YES, who was involved? (roles of people, not names)

4. Did the practice provide information to patients based on the results of the survey?

YES NO

If YES, how was this done?

5. How useful have you found the patient feedback results in gaining a better understanding of how to approach quality improvement activities in your practice?

Poor

Fair

Good

Very Good

Excellent

Please comment

6. Please rate your overall experience of carrying out this survey

Poor

Fair

Good

Very Good

Excellent

Please comment on both positive aspects and areas you feel could be improved



Certificate of Completion

This is to certify that

Elmore Vale General Practice

Shop 10 - 13 Elmore Shopping Centre
137 Croudace Road
Elmore Vale NSW 2287

has completed the

Patient Feedback Survey

01 April 2022

Conducted by **CFEP Surveys**



A handwritten signature in black ink, appearing to read 'Tina Janamian'. The signature is written in a cursive style with a long horizontal stroke at the end.

Adj Assoc Prof Tina Janamian
Chief Executive Officer

We listened to you...

and we are improving patient care

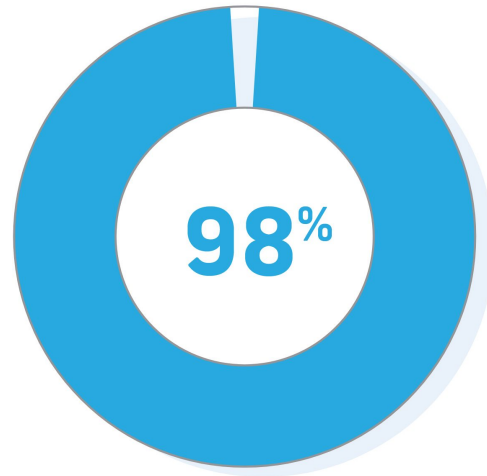
At Elermore Vale General Practice we carried out a patient survey (the Practice Accreditation and Improvement Survey) and asked for your honest opinions on the service we provide. We listened to your concerns and have taken the following actions in order to make improvements to patient care where you feel it would be most useful:

| What you told us | What we have done |
|------------------|-------------------|
| 1. | |
| 2. | |
| 3. | |
| 4. | |

Elermore Vale General Practice

Here are the results of our recent

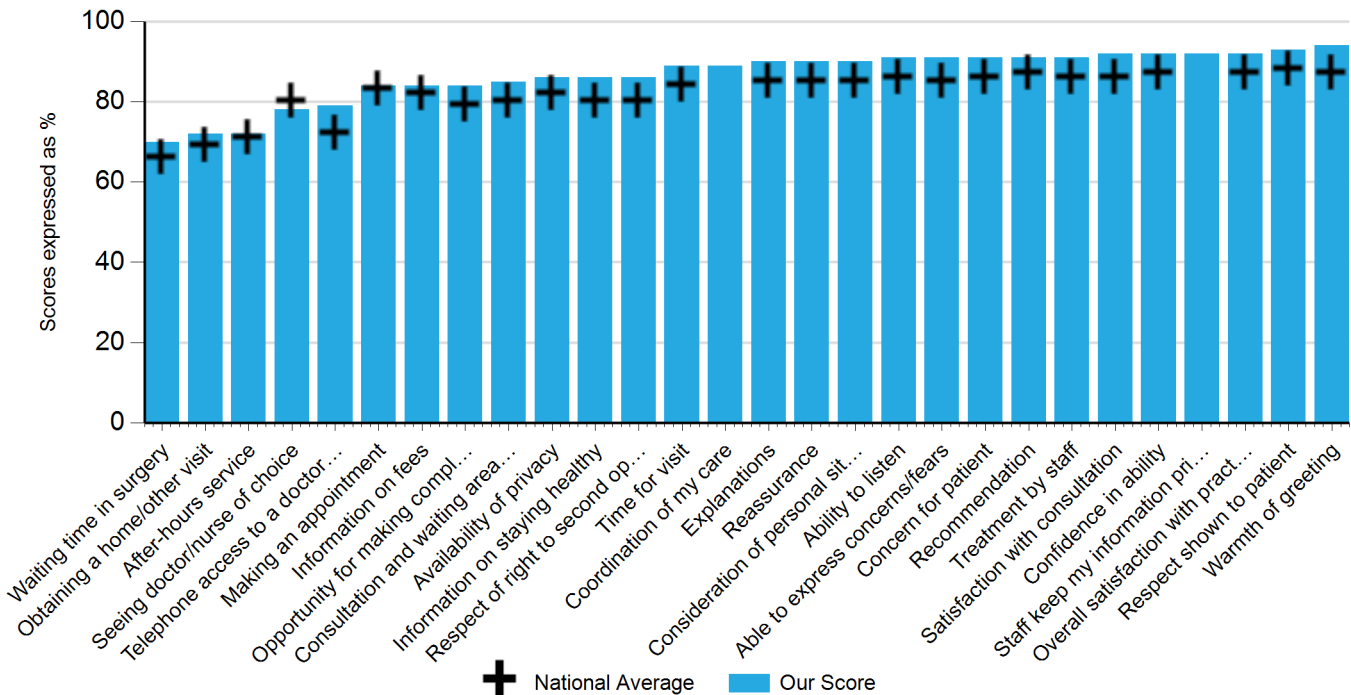
PATIENT FEEDBACK SURVEY



Striving towards excellence!

of all patient ratings about this practice were **good, very good or excellent**

Overall scores



The results of this survey will help us to provide the **best possible service to you**



This Survey was completed by 157 patients in February 2022