

Private and Confidential

Mrs Kellie Adam
Narre Warren Medical Centre
2 Malcolm Court
Narre Warren VIC 3805

**Practice Accreditation and Improvement Survey
Report**

Narre Warren Medical Centre

January 2018





PO Box 588
Everton Park
QLD 4053

Mrs Kellie Adam
Narre Warren Medical Centre
2 Malcolm Court
Narre Warren VIC 3805

t: 07 3855 2093
f: 07 3355 7047

e: info@cfepsurveys.com.au
w: www.cfepsurveys.com.au

8 February 2018

Dear Mrs Adam

Please find enclosed your report outlining your patient feedback from the Practice Accreditation and Improvement survey (PAIS). The results have been illustrated in tables and charts with associated benchmarks, based on feedback given by **861,375** patients to **5,316** Australian general practices. Supporting documents have been provided to help you in the interpretation and understanding of your results.

These results will reflect Criterion QI 1.2 Indicator A.

The format of this highly comprehensive report has been updated, which we hope will provide you with a clearer picture of performance. It is worth spending time to assimilate the detail to obtain the best understanding of your patient feedback.

An Action Plan is included in your Report. Should you wish to use this Action Plan it may guide you in assisting to satisfy Criterion QI 1.2 Indicator B. A "Certificate of Completion" with a Practice Improvement Plan for your practice has also been issued with this Report. This may be of support to you in demonstrating Criterion QI 1.2 Indicator C. 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.

The data in your report is entirely confidential to your practice. 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 scientific literature regarding the on-going development of standards.

Please contact our staff on 07 3855 2093 or info@cfepsurveys.com.au if you require further information about your report. We hope that you find the results and feedback a good basis for reflection and that they provide a useful foundation to inform future quality improvements to your practice.

A handwritten signature in black ink, appearing to read 'Z. Hislop', written in a cursive style.

Mrs Zelka Hislop
Manager

Contents

Your patient feedback

Distribution and frequency of ratings (table 1)	P1
Your mean percentage scores and benchmarks (table 2, graph 1)	P2
Your mean percentage scores benchmarked against your FTE GP and Remoteness Area categories (table 3)	P3
Your mean percentage scores by domain, benchmarked against your FTE GP and Remoteness Area categories (table 4,5)	P4
Your patient demographics (table 6)	P5
Your patient comments	P7

Supporting documents

Details of score calculation
Explanation of quartiles
Sample questionnaire
Adding Value to Survey
Action Plan

For a quick review of your PAIS scores and associated benchmarks please turn to page 2 of this report. However, we do recommend reading the entire report to obtain the clearest reflection of your patient feedback

Your patient feedback

Distribution and frequency of ratings

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

	Poor	Fair	Good	Very Good	Excellent	Blank / Spoilt
Q1 Making an appointment	0	2	9	31	58	0
Q2 Telephone access to a clinician	0	3	26	36	30	5
Q3 Obtaining a home/other visit	3	1	15	21	12	48
Q4 After-hours service	1	1	23	21	11	43
Q5 Seeing clinician of choice	0	1	14	30	54	1
Q6 Consultation and waiting area comfort	0	1	9	33	57	0
Q7 Availability of privacy	0	2	5	33	49	11
Q8 Waiting time in surgery	0	11	26	38	22	3
Q9 Satisfaction with consultation	0	0	3	25	71	1
Q10 Warmth of greeting	0	0	4	18	76	2
Q11 Ability to listen	0	0	1	25	73	1
Q12 Explanations	0	0	4	28	67	1
Q13 Reassurance	0	0	3	29	66	2
Q14 Confidence in ability	0	0	2	23	74	1
Q15 Able to express concerns/fears	0	0	2	30	65	3
Q16 Respect shown to patient	0	0	2	17	80	1
Q17 Time for visit	0	0	6	34	59	1
Q18 Consideration of personal situation	0	0	3	24	72	1
Q19 Concern for patient	0	0	3	26	70	1
Q20 Recommendation	0	0	2	23	73	2
Q21 Treatment by staff	0	0	4	23	72	1
Q22 Staff keep my information private	0	0	5	22	71	2
Q23 Information on fees	0	0	11	34	44	11
Q24 Opportunity for making complaints	0	1	8	29	38	24
Q25 Information on staying healthy	0	1	7	39	48	5
Q26 Coordination of my care	0	0	6	33	56	5
Q27 Respect of right to second opinion	0	0	4	27	46	23
Q28 Overall satisfaction with practice	0	0	2	21	75	2

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

Your mean percentage scores and benchmarks

Table 2: Your mean percentage scores and benchmarks

	Your mean score (%)	Benchmark data: all practices mean scores (%) *				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q1 Making an appointment	86	35	79	84	89	100
Q2 Telephone access to a clinician	74	28	66	72	78	100
Q3 Obtaining a home/other visit	68	21	63	69	75	100
Q4 After-hours service	68	13	65	71	77	100
Q5 Seeing clinician of choice	85	15	75	81	87	100
Q6 Consultation and waiting area comfort	87	31	75	81	86	100
Q7 Availability of privacy	86	43	78	83	87	100
Q8 Waiting time in surgery	68	15	58	66	74	100
Q9 Satisfaction with consultation	92	48	83	87	91	100
Q10 Warmth of greeting	93	44	84	88	92	100
Q11 Ability to listen	93	45	83	88	91	100
Q12 Explanations	91	43	82	87	90	100
Q13 Reassurance	91	45	81	86	90	100
Q14 Confidence in ability	93	45	83	88	92	100
Q15 Able to express concerns/fears	91	35	82	86	90	100
Q16 Respect shown to patient	95	47	85	89	93	100
Q17 Time for visit	88	44	81	85	89	100
Q18 Consideration of personal situation	92	45	82	87	90	100
Q19 Concern for patient	92	46	83	87	91	100
Q20 Recommendation	93	48	84	88	92	100
Q21 Treatment by staff	92	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	85	38	76	81	85	100
Q26 Coordination of my care	88	-	-	-	-	-
Q27 Respect of right to second opinion	89	23	76	81	85	100
Q28 Overall satisfaction with practice	94	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

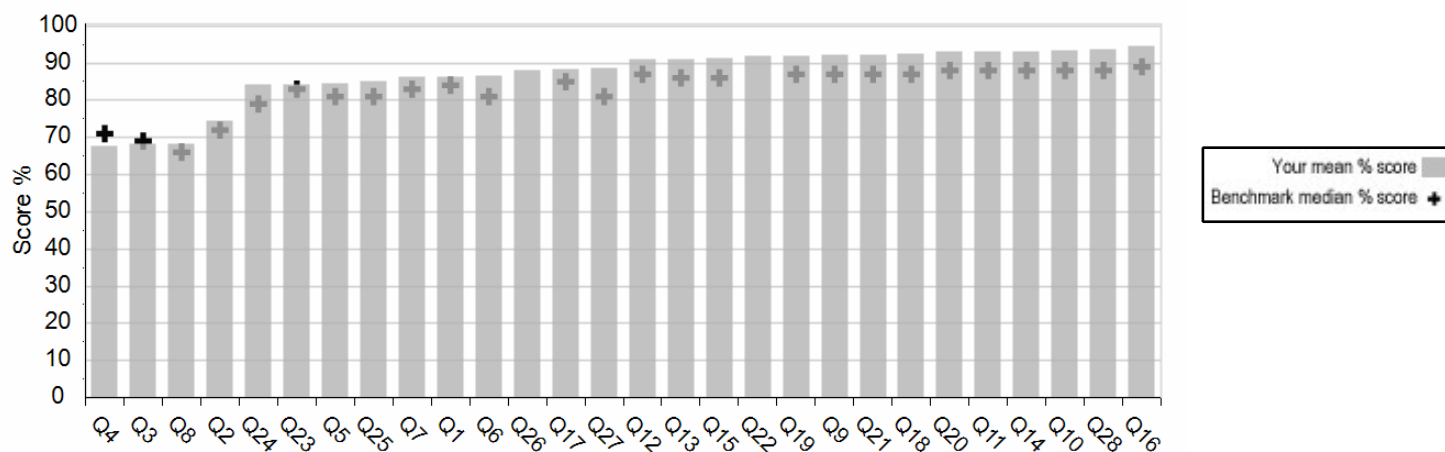
10015

*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

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 FTE GP and Remoteness Area benchmarks

Table 3: Your mean percentage scores benchmarked against your FTE GP and Remoteness Area categories (2+ - 4 FTE, RA1)

	Your mean score (%)	Benchmark data (%) (2+ - 4 FTE, RA1)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q1 Making an appointment	86	51	79	84	88	97
Q2 Telephone access to a clinician	74	40	67	72	77	96
Q3 Obtaining a home/other visit	68	34	64	69	74	95
Q4 After-hours service	68	41	65	70	75	97
Q5 Seeing clinician of choice	85	39	76	81	85	98
Q6 Consultation and waiting area comfort	87	43	75	80	85	97
Q7 Availability of privacy	86	43	78	82	86	97
Q8 Waiting time in surgery	68	28	58	65	72	94
Q9 Satisfaction with consultation	92	48	83	88	91	99
Q10 Warmth of greeting	93	49	84	88	91	99
Q11 Ability to listen	93	48	84	88	91	100
Q12 Explanations	91	47	83	87	90	100
Q13 Reassurance	91	48	82	86	90	99
Q14 Confidence in ability	93	48	84	89	92	100
Q15 Able to express concerns/fears	91	48	82	87	90	99
Q16 Respect shown to patient	95	50	85	90	93	100
Q17 Time for visit	88	49	81	85	89	98
Q18 Consideration of personal situation	92	49	82	87	90	99
Q19 Concern for patient	92	48	83	88	91	99
Q20 Recommendation	93	49	84	89	92	100
Q21 Treatment by staff	92	48	82	87	90	99
Q22 Staff keep my information private	92	-	-	-	-	-
Q23 Information on fees	84	40	78	82	86	98
Q24 Opportunity for making complaints	84	44	74	79	83	98
Q25 Information on staying healthy	85	46	76	81	84	99
Q26 Coordination of my care	88	-	-	-	-	-
Q27 Respect of right to second opinion	89	46	77	81	85	99
Q28 Overall satisfaction with practice	94	51	83	88	91	99

	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

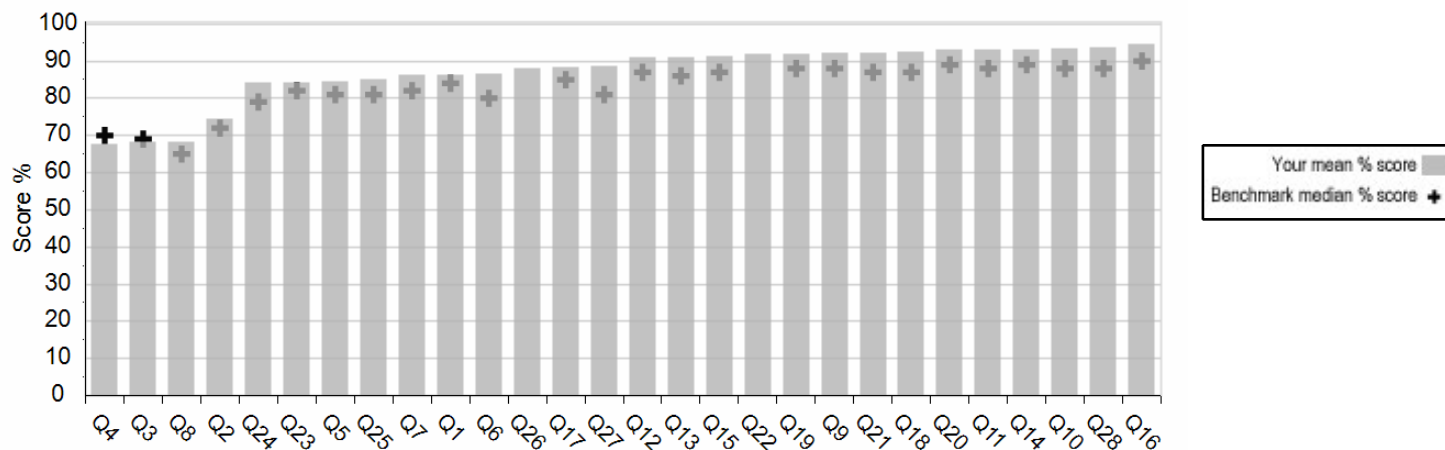
10010

*Benchmarks are based on data from 1,506 surveys completed by 1,207 practices with 2+ - 4 FTE doctors between November 2012 and December 2017, where each survey had a minimum of 30 questionnaires returned, totalling 166,659 patient questionnaires.

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

- Benchmark data not available

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



10010

Your mean percentage scores by domain, benchmarked against your FTE GP & Remoteness Area categories

Table 4: Your mean percentage scores by domain, benchmarked against your FTE GP and Remoteness Area categories (2+ - 4 FTE, RA1)

Domain**	Your mean score (%)	Benchmark data (%) (2+ - 4 FTE, RA1)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
1 - Access and availability	79	45	71	76	80	95
2 - Provision of information	85	45	76	81	84	98
3 - Privacy and confidentiality	88	43	77	81	85	97
4 - Continuity of care	86	39	76	81	85	98
5 - Communication skills of staff	92	48	83	87	90	98
6 - Interpersonal skills of clinical staff	93	49	84	88	91	99

	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

10010

*Benchmarks are based on data from 1,506 surveys completed by 1,207 practices with 2+ - 4 FTE doctors between November 2012 and December 2017, where each survey had a minimum of 30 questionnaires returned, totalling 166,659 patient questionnaires. See the supporting documents at the end of this report for percentage 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	82
4 - Continuity of care	86	88	84	81	78	74	81
5 - Communication skills of staff	92	90	88	87	86	83	87
6 - Interpersonal skills of clinical staff	93	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 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.

**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 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	70	87	45	79	84	88	100
Male	28	89	44	78	83	87	100
Blank	2	--	22	73	80	86	99
Age							
Under 25	4	--	36	74	81	87	100
25 - 59	53	87	46	78	83	87	100
60 +	41	88	45	80	84	88	100
Blank	2	--	10	69	77	83	100
Visit with usual clinician							
Yes	81	88	47	80	85	88	100
No	17	84	27	73	79	84	100
Blank	2	--	12	72	78	84	99
Visits in last year							
1 - 5 Visits	50	87	-	-	-	-	-
6+ visits	45	88	-	-	-	-	-
Blank	5	92	-	-	-	-	-
Chronic illness or disability							
Yes	37	89	46	80	84	88	100
No	60	88	40	78	83	87	100
Blank	3	--	11	72	79	85	100
Speak English at home							
Yes	95	87	46	79	83	87	100
No	2	--	37	72	79	85	100
Blank	3	--	32	69	76	83	99
Speak another language							
Yes	10	86	37	76	82	87	100
No	86	88	38	79	84	87	100
Blank	4	--	40	74	80	85	100
Born in Australia							
Yes	80	89	45	79	84	87	100

*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 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
No	15	83	46	78	83	87	100
Blank	5	86	36	71	78	84	100
Aboriginal or Torres Strait Islander							
Yes	0	--	21	70	78	86	100
No	92	88	45	79	83	87	100
Blank	8	84	40	74	80	86	100
Concession or Healthcare Card							
Yes	41	87	47	79	84	88	100
No	54	88	47	78	83	87	100
Blank	5	98	19	72	79	85	100
Level of education							
Never attended school	0	--	34	62	72	79	100
TAFE or Trade Certificate or Diploma	24	90	43	78	83	88	100
Primary school	0	--	37	74	80	86	100
University or other Tertiary Institute degree	32	88	48	78	83	88	100
High school	31	85	46	79	83	88	100
Other	8	90	37	76	83	87	100
Blank	5	87	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 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 clinician and/or practice staff improve their service?

- Service very good.
- Improve waiting times.
- Excellent clinic. Very happy with staff and doctors.
- The only complaint about the practice was when my children were younger and were immunised here some doctors charged \$70 consultation fee and others did not. It would have been nice to know if I was going to be charged before the appointment.
- Happy with the service as it is now.
- After hours service is very poor. Even calling by 7.00pm for doctor have found to be booked out for our area. However the actual clinic and doctors are fabulous.
- I'm satisfied as it is.
- Just waiting times sometimes are quite long
- Happy with how it is already.
- None. I moved to this practice as I wasn't getting answers from my old GP. My new doctors have been so great in seeing me and helping me through ongoing medical issues.
- Only that wait times can improve, though they are definitely better than they were!
- More obvious list of pricing would be useful but as a regular visitor I have no issue. It would benefit new patients though.
- On occasion unable to get same day appointments with preferred doctor but not often.
- Have a water cooler available.
- To improve the service and care here.
- I am really happy the way the clinic runs. Can see no improvement needed.
- Better toys for kids to play with e.g. a kid's corner- blackboard etc.
- No need to do more. Very happy with staff and doctors.
- Waiting times are starting to increase.
- Keep the doctor.
- Excellent.
- The person that gave me service is an absolute gem! They helped me out so much and always puts a smile on my face. The doctor is one of the best doctors ever.

Supporting documents

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 clients who completed the question. It is expressed as a percentage - so the best possible score is 100%. Non-rated responses (Don't know/blank/spoilt) are not used in the score calculations. (A blank response is where a client 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 = 100

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Non rated responses
Number of ratings	0	2	9	31	58	0
Value assigned to each rating	0	25	50	75	100	n/a

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{total number of client responses} - \text{number of Non rated responses})} = \frac{(0 \times 0) + (2 \times 25) + (9 \times 50) + (31 \times 75) + (58 \times 100)}{(100 - 0)} = \frac{8625}{100}$$

Your score for Q1 = 86%

Explanation of quartiles

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	86	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.

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 and 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 ↶





About the staff

Poor Fair Good Very Good Excellent

Table with 5 columns (Poor, Fair, Good, Very Good, Excellent) and 4 rows of questions about staff treatment, confidentiality, and costs.

Finally

Poor Fair Good Very Good Excellent

Table with 5 columns (Poor, Fair, Good, Very Good, Excellent) and 3 rows of questions about illness prevention, care coordination, and satisfaction.

29 How can the clinician and/or practice staff improve their service?

Sample only Please do not copy

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.

Demographic questions: Are you (Female/Male), How old are you (Under 25, 25-59, 60+), Was this visit with your usual clinician? (Yes/No), How many times have you visited the practice in the past year? (1-5 visits, 6+ visits), Do you have any chronic illness or disability that is likely to affect you over a long period of time? (Yes/No)

Background questions: Do you primarily speak English at home? (Yes/No), Do you speak another language apart from English? (Yes/No), Were you born in Australia? (Yes/No), Are you of Aboriginal or Torres Strait Islander descent? (Yes/No), Do you hold a Concession or Healthcare Card? (Yes/No)

Education question: What is the highest level of education (please mark one box only) you have completed? (Never attended school, Primary school, High school, TAFE or Trade Certificate or Diploma, University or some other Tertiary Institute degree, Other)

Thank you for your time and assistance in completing this questionnaire

© CFEP Intellectual Pty Ltd. 2009 no part of this questionnaire may be produced in any form without written permission. Format and design by CFEP Intellectual Pty Ltd. Processing of any data entered on this questionnaire by anyone other than CFEP Intellectual Pty Ltd is strictly forbidden. Rev 2



Adding Value to the Survey

Introduction

Although understandable, given workload pressures on general practices, it would be a missed opportunity to view the patient survey as a tick box exercise and one that represents the total patient involvement in the practice. Greater patient engagement in healthcare means having an ongoing relationship and dialogue with patients and welcoming patients as partners in making improvements to services.

Involving patients, via systematic feedback and further discussions, can lead to tangible differences in the quality of the health care experience. Such differences could give you a competitive advantage, as well as within the context of the wider primary care 'market place'.

Using the survey to improve patient relations

It is recommended that the practice provides feedback to the people who found the time to give their opinions about the service (Criterion QI 1.2 indicator C).

There are a variety of ways in which the results of the patient survey can be shared with patients. These include:

- Producing simple posters for displaying in the practice.
- Producing a single sheet of A4 summarising the results and placing it on the notice board.
- Publication of an 'easy to read' one-off newsletter available in the practice for patients to take away. This would include 'headline findings' and could act as an invitation for anyone wishing to work with the practice to implement any changes resulting from the survey.
- Publication of the results of the survey on your website, if you have one. This can also have provision to ask for further feedback and ideas about changes.
- A one-off meeting to explain the findings to an invited group of patients.
- Setting up a group, including practice staff and patients, to discuss the results and agree methods of communicating results to other patients. This 'critical friends group' could develop an ongoing action plan to implement changes.

Using the survey to improve your own practice

Just doing the survey does not in itself bring about future improvement in scores. Rather, such improvement occurs only when there is a concerted effort by practice staff to put into action strategies which are targeted at specific areas in need of change.

The survey can act as a baseline measurement, which in subsequent years can be used to show whether improvements have been made.

Using the survey to develop services

Comments received in response to the survey - and possibly followed up with a 'critical friends group' - may give you ideas for new services that you may wish to provide.

Action Plan

The following questions are designed to help the practice staff reflect on the results of the patient survey, and to think about things they may do differently as part of continuous quality improvement.

Don't rush to conclusions or actions. A dedicated team meeting is a good way to provide all staff with an opportunity to reflect on the results, and discuss findings that are particularly interesting or confirm things you suspected.

We would encourage you to develop a clear action plan by responding to the questions below.

Look at your mean percentage score for each question (found on page 2), your domain scores (found on page 4), and compare your scores to the national benchmarks.

In addition, review your written patient comments.

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

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

YES NO

b. If YES, how and when was this done?

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

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

YES NO

b. If YES, how was this done?

5a. 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

b. Please comment

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

Poor

Fair

Good

Very Good

Excellent

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

Certificate of Completion

This is to certify that

Narre Warren Medical Centre

2 Malcolm Court
Narre Warren VIC 3805

has completed the

Patient Feedback Survey

on 08 February 2018

conducted by

CFEP Surveys



Assoc. Professor Michael Greco



Julie McGovern



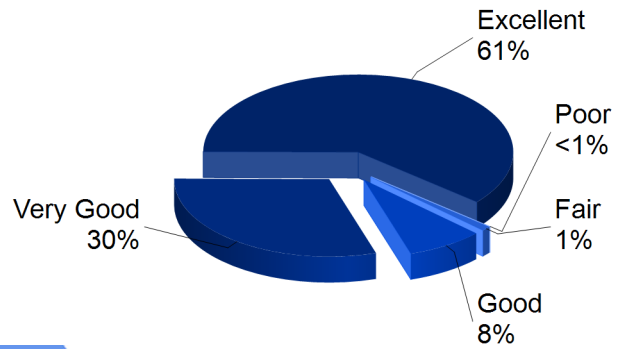
We listened to you...and we are improving patient care

At Narre Warren Medical Centre 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.	

99%

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



Thank you for your participation in this survey

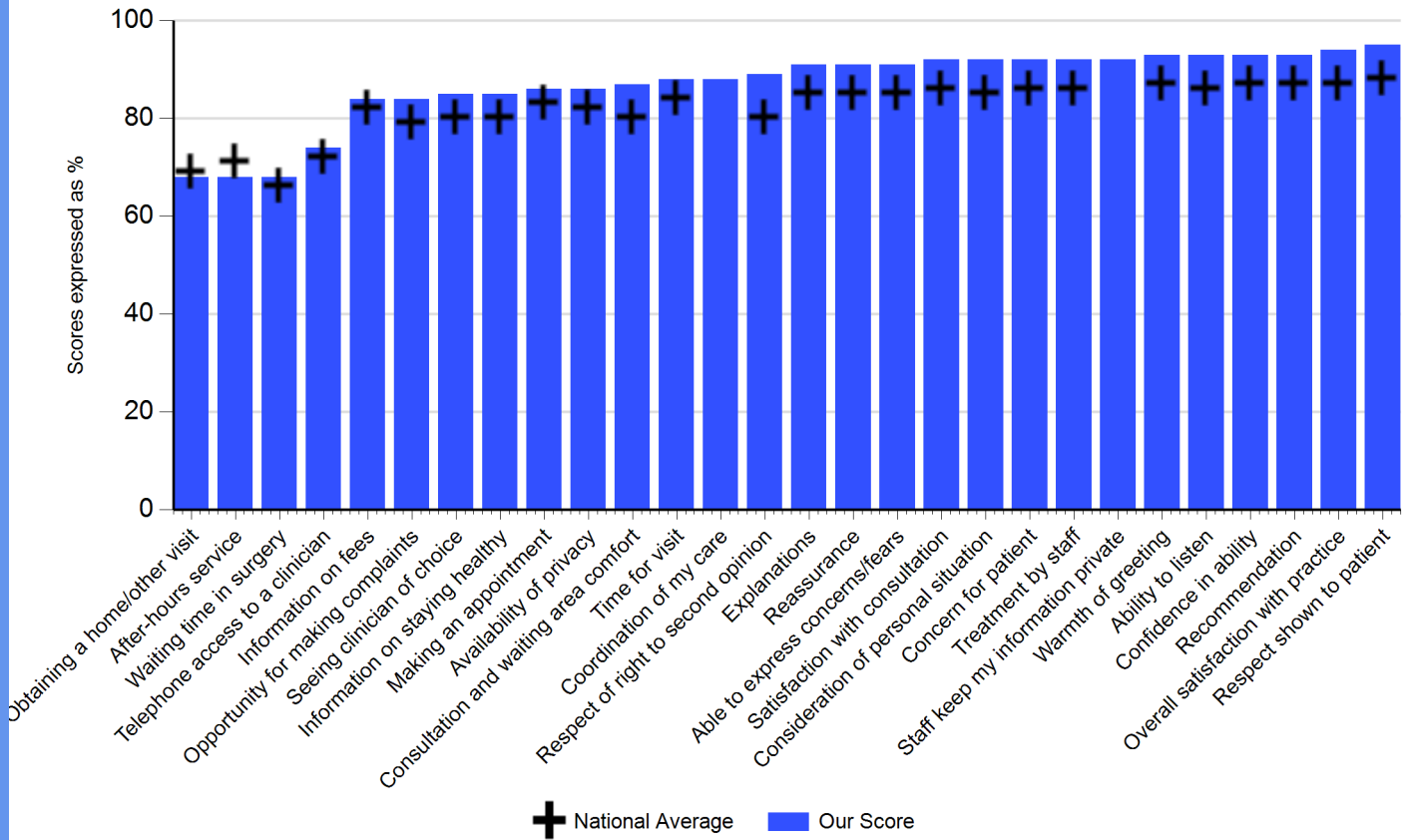
Patient Experience Survey Results 2018

Narre Warren Medical Centre



"Striving towards excellence"

Overall scores



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



The pie chart percentages may not add up to 100% and the good, very good and excellent sections may not equal the total value shown due to rounding.