



PRIVATE AND CONFIDENTIAL

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CFEP SURVEYS REPORT

PRACTICE ACCREDITATION AND IMPROVEMENT SURVEY

Livingstone Street Clinic

September 2023



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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: 120

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	0	14	41	65	0
Q2 Telephone access to a doctor/nurse	2	9	13	31	50	15
Q3 Obtaining a home/other visit	2	5	15	17	32	49
Q4 After-hours service	1	3	20	21	26	49
Q5 Seeing doctor/nurse of choice	0	7	16	35	56	6
Q6 Consultation and waiting area comfort	0	1	16	44	59	0
Q7 Availability of privacy	0	2	10	28	58	22
Q8 Waiting time in surgery	2	17	21	38	39	3
Q9 Satisfaction with consultation	0	1	2	27	90	0
Q10 Warmth of greeting	0	1	2	23	93	1
Q11 Ability to listen	0	0	4	29	86	1
Q12 Explanations	0	0	4	27	87	2
Q13 Reassurance	0	1	6	25	86	2
Q14 Confidence in ability	0	0	6	20	92	2
Q15 Able to express concerns/fears	0	1	4	20	90	5
Q16 Respect shown to patient	0	0	4	22	92	2
Q17 Time for visit	0	1	6	30	83	0
Q18 Consideration of personal situation	0	1	4	24	86	5
Q19 Concern for patient	0	1	4	21	90	4
Q20 Recommendation	0	2	3	27	87	1
Q21 Treatment by staff	0	3	10	38	68	1
Q22 Staff keep my information private	0	1	10	27	69	13
Q23 Information on fees	0	5	13	42	57	3
Q24 Opportunity for making complaints	0	3	13	25	49	30
Q25 Information on staying healthy	0	1	11	40	56	12
Q26 Coordination of my care	0	1	10	31	69	9
Q27 Respect of right to second opinion	0	1	10	23	60	26
Q28 Overall satisfaction with practice	0	0	6	35	74	5

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

YOUR PATIENT FEEDBACK

Number of patients providing feedback: 120

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	86	36	78	84	89	100
Q2 Telephone access to a doctor/nurse	78	22	69	75	81	100
Q3 Obtaining a home/other visit	75	9	63	70	76	100
Q4 After-hours service	74	13	65	71	77	100
Q5 Seeing doctor/nurse of choice	81	20	74	81	87	100
Q6 Consultation and waiting area comfort	84	26	76	82	87	100
Q7 Availability of privacy	86	38	79	84	88	100
Q8 Waiting time in surgery	70	18	61	69	76	100
Q9 Satisfaction with consultation	93	31	83	88	92	100
Q10 Warmth of greeting	94	48	84	89	92	100
Q11 Ability to listen	92	47	84	88	92	100
Q12 Explanations	93	47	83	87	91	100
Q13 Reassurance	92	47	82	87	90	100
Q14 Confidence in ability	93	48	84	89	92	100
Q15 Able to express concerns/fears	93	46	82	87	91	100
Q16 Respect shown to patient	94	43	85	90	93	100
Q17 Time for visit	91	42	81	86	90	100
Q18 Consideration of personal situation	92	47	82	87	91	100
Q19 Concern for patient	93	47	83	88	92	100
Q20 Recommendation	92	45	84	89	92	100
Q21 Treatment by staff	86	48	83	88	92	100
Q22 Staff keep my information private	88	48	84	88	92	100
Q23 Information on fees	82	13	79	83	88	100
Q24 Opportunity for making complaints	83	42	76	81	86	100
Q25 Information on staying healthy	85	36	78	82	87	100
Q26 Coordination of my care	88	43	80	84	88	100
Q27 Respect of right to second opinion	88	44	79	83	88	100
Q28 Overall satisfaction with practice	90	47	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

16352

*Benchmarks are based on data from 6,540 surveys completed by 5,104 practices between September 2017 and March 2023, where each survey had a minimum of 30 questionnaires returned, totalling 766,935 patient questionnaires.

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

YOUR PATIENT FEEDBACK

Number of patients providing feedback: 120

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 (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	47	79	84	88	100
Q2 Telephone access to a doctor/nurse	78	35	69	75	79	100
Q3 Obtaining a home/other visit	75	13	64	70	75	100
Q4 After-hours service	74	14	66	71	76	100
Q5 Seeing doctor/nurse of choice	81	36	76	81	86	100
Q6 Consultation and waiting area comfort	84	33	76	81	86	100
Q7 Availability of privacy	86	46	79	83	87	100
Q8 Waiting time in surgery	70	24	61	68	75	100
Q9 Satisfaction with consultation	93	48	83	88	91	100
Q10 Warmth of greeting	94	53	84	89	92	100
Q11 Ability to listen	92	50	84	88	92	100
Q12 Explanations	93	48	83	88	91	100
Q13 Reassurance	92	48	82	87	90	100
Q14 Confidence in ability	93	51	84	89	92	100
Q15 Able to express concerns/fears	93	49	83	87	91	100
Q16 Respect shown to patient	94	50	85	90	93	100
Q17 Time for visit	91	42	81	86	89	100
Q18 Consideration of personal situation	92	48	83	87	90	100
Q19 Concern for patient	93	49	83	88	91	100
Q20 Recommendation	92	46	84	89	92	100
Q21 Treatment by staff	86	48	83	87	91	100
Q22 Staff keep my information private	88	53	84	88	91	100
Q23 Information on fees	82	45	79	83	86	100
Q24 Opportunity for making complaints	83	42	77	81	85	100
Q25 Information on staying healthy	85	36	78	82	86	100
Q26 Coordination of my care	88	43	80	84	88	100
Q27 Respect of right to second opinion	88	44	79	83	87	100
Q28 Overall satisfaction with practice	90	51	83	88	91	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

16360

*Benchmarks are based on data from 1,409 surveys completed by 1,228 practices with 2+ - 4 FTE doctors between January 2018 and March 2023, where each survey had a minimum of 30 questionnaires returned, totalling 145,457 patient questionnaires.

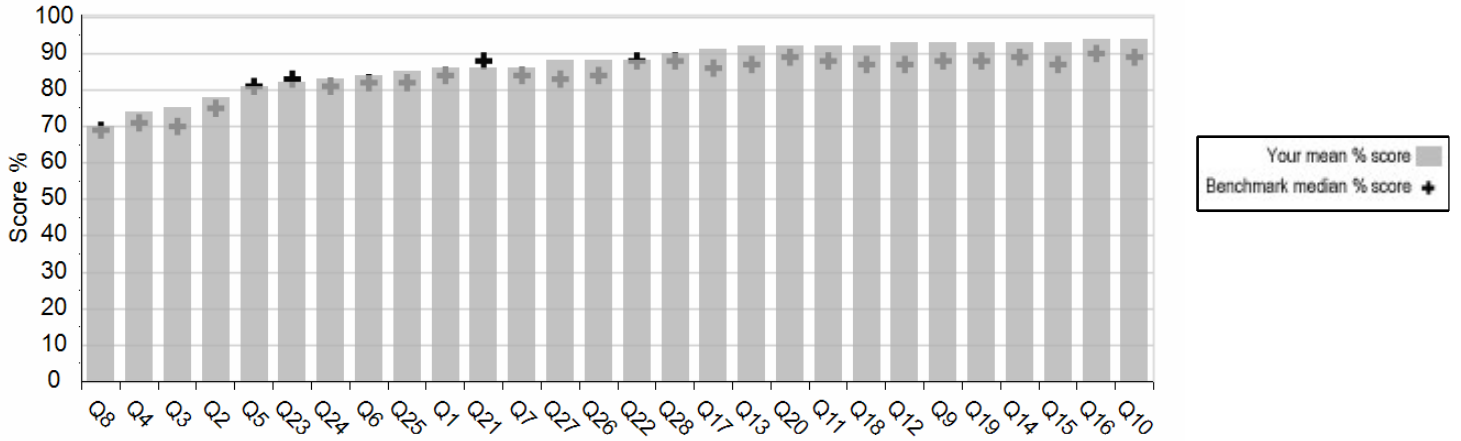
See the supporting documents at the end of this report for percentage score calculation and quartile information.

YOUR PATIENT FEEDBACK

Number of patients providing feedback: 120

YOUR MEAN PERCENTAGE SCORES AND BENCHMARKS

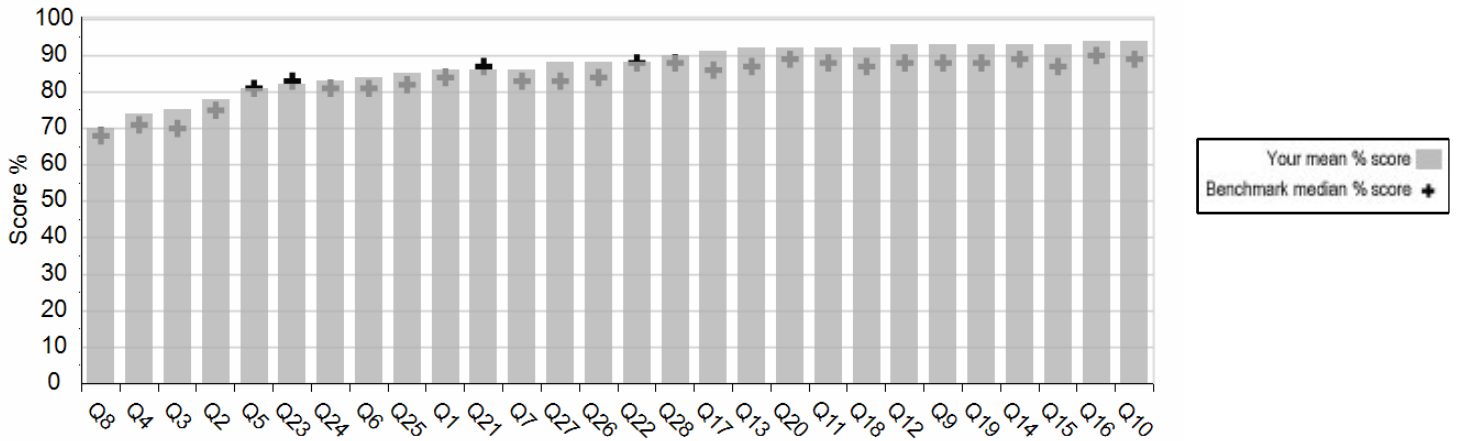
Graph 1: Your mean percentage scores in ascending order of performance with benchmark mean scores from all participating practices



16352

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 (2+ - 4 FTE, RA1)



16360

YOUR PATIENT FEEDBACK

Number of patients providing feedback: 120

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 (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	81	45	73	77	81	100
2 - Provision of information	83	42	78	82	86	100
3 - Privacy and confidentiality	86	50	79	84	88	100
4 - Continuity of care	84	47	78	82	86	100
5 - Communication skills of staff	91	51	83	88	91	100
6 - Interpersonal skills of clinical staff	93	51	84	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

16360

*Benchmarks are based on data from 1,409 surveys completed by 1,228 practices with 2+ - 4 FTE doctors between January 2018 and March 2023, where each survey had a minimum of 30 questionnaires returned, totalling 145,457 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	81	82	80	77	75	72	78
2 - Provision of information	83	87	85	82	80	77	83
3 - Privacy and confidentiality	86	88	86	84	82	79	84
4 - Continuity of care	84	87	85	82	80	76	83
5 - Communication skills of staff	91	90	89	88	86	83	88
6 - Interpersonal skills of clinical staff	93	91	90	88	87	84	89

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 4,608 surveys completed by 3,604 practices between September 2017 and March 2023, where each survey had a minimum of 30 questionnaires returned, totalling 559,644 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: 120

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	80	90	41	80	84	88	100
Male	39	83	47	79	84	88	100
Blank	1	--	35	73	80	86	100
Age							
Under 25	5	98	33	76	83	88	100
25 - 59	36	88	48	79	84	88	100
60 +	77	87	43	80	84	88	100
Blank	2	--	29	70	78	85	100
Visit with usual doctor/nurse							
Yes	92	89	47	81	85	89	100
No	20	81	34	74	80	85	100
Blank	8	85	29	72	79	85	100
Visits in last year							
1 - 5 Visits	74	85	47	78	83	87	100
6+ visits	38	90	43	81	85	89	100
Blank	8	95	28	71	78	85	100
Chronic illness or disability							
Yes	54	88	40	80	85	89	100
No	60	87	49	79	84	88	100
Blank	6	85	35	73	80	86	100
Speak English at home							
Yes	118	87	48	80	84	88	100
No	2	--	41	75	81	87	100
Blank	0	--	22	69	78	85	100

*Benchmarks are based on data from 6,540 surveys completed by 5,104 practices between September 2017 and March 2023, where each survey had a minimum of 30 questionnaires returned, totalling 766,935 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: 120

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	17	86	44	78	83	88	100
No	98	87	46	80	84	88	100
Blank	5	92	34	73	80	86	100
Born in Australia							
Yes	86	89	44	80	84	88	100
No	30	83	45	79	84	88	100
Blank	4	--	23	71	79	86	100
Aboriginal or Torres Strait Islander							
Yes	1	--	34	73	80	87	100
No	113	88	50	80	84	88	100
Blank	6	94	30	73	80	86	100
Concession or Healthcare Card							
Yes	43	89	41	80	84	88	100
No	74	87	48	79	84	88	100
Blank	3	--	36	73	80	86	100
Level of education							
Never attended school	0	--	29	61	72	81	97
TAFE or Trade Certificate or Diploma	17	84	45	79	84	88	100
Primary school	0	--	33	73	80	86	100
University or other Tertiary Institute degree	72	87	44	80	85	89	100
High school	21	88	41	79	84	88	100
Other	8	98	40	76	83	88	100
Blank	2	--	21	70	77	84	100

*Benchmarks are based on data from 6,540 surveys completed by 5,104 practices between September 2017 and March 2023, where each survey had a minimum of 30 questionnaires returned, totalling 766,935 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: 120

PREVIOUS SURVEY SCORES COMPARISON

Table 7: Your current and previous mean percentage scores

	Current scores	June 2017
Q1 Making an appointment	86	81
Q2 Telephone access to a doctor/nurse	78	68
Q3 Obtaining a home/other visit	75	69
Q4 After-hours service	74	68
Q5 Seeing doctor/nurse of choice	81	79
Q6 Consultation and waiting area comfort	84	76
Q7 Availability of privacy	86	80
Q8 Waiting time in surgery	70	58
Q9 Satisfaction with consultation	93	86
Q10 Warmth of greeting	94	86
Q11 Ability to listen	92	88
Q12 Explanations	93	87
Q13 Reassurance	92	87
Q14 Confidence in ability	93	90
Q15 Able to express concerns/fears	93	88
Q16 Respect shown to patient	94	90
Q17 Time for visit	91	84
Q18 Consideration of personal situation	92	87
Q19 Concern for patient	93	88
Q20 Recommendation	92	87
Q21 Treatment by staff	86	79
Q22 Staff keep my information private	88	--
Q23 Information on fees	82	76
Q24 Opportunity for making complaints	83	73
Q25 Information on staying healthy	85	77
Q26 Coordination of my care	88	--
Q27 Respect of right to second opinion	88	79
Q28 Overall satisfaction with practice	90	85

YOUR PATIENT FEEDBACK

Number of patients providing feedback: 120

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.

Trigger warning: This report may contain content of a sensitive nature and cover a range of sensitive topics that may trigger readers.

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

- I always experience excellent service at this clinic. I have been coming here for years and have a good relationship with a number of clinicians who are very good.
- On occasions, when I have waited for an hour or more, it would be nice if reception made some sort of apology or gave an explanation instead of saying nothing at all.
- I needed more help to understand about bringing the shingles vaccine to my vaccine appointment, probably needed something written down.
- On occasions, waiting time has been over an hour. Staff should be aware of waiting times and discuss with patient.
- It is okay as it is.
- In the fee structure, self funded retirees like myself should be given a reduced fee. We still struggle.
- Excellent Service.
- Doctor is an exceptional doctor who is proactive in managing my child's complex condition. They make extra effort to coordinate with specialists and I feel for the first time as though a General Practitioner is the leader and driver of managing health pathway, not simply sending us away at the end of appointment to deal with a chronic condition. I like the extended appointment times as you always feel listened to and have time to explore and manage complicated conditions appropriately. Doctor is also exceptional at working with children. I think prior knowledge of good specialists could be shared between General Practitioners. Also, it would be great if the General Practitioners could lead the development of a new model of communicating/coordinating with specialists could really make a huge difference to managing a person's health. If there is a model where people could pay extra for them to coordinate/team manage complex conditions, this would be valuable for best care. Also, I think it is important that nurses do not offer medical advice that contradicts a doctor's advice. Information to patients about how healthcare pathways such as the process of healthcare management when you get referred example who is the lead/responsible doctor, what happens when you get differing information etc. Records of how information flows between your doctors would be valuable. Also, the practice could provide info on alternatives to appointments for short interactions needed with a doctor or nurse, such as discussing results, or medical certificates etc. I would like to see more info offered about privacy when e-scripts are given. These scripts are hard to find again on the phone texts. A summary of points at the end of the appointment would help older people remember lots of sometimes overwhelming medical information or processes.
- I like the ability to book online.
- I would prefer if the call to advise on test results have come in and I need to see the doctor is done after doctor has confirmed the need for a discussion Not before removes super***** appointments.
- I have never had the need for some of the questions but cannot provide a not available option. The practice is great and meets my expectations well.
- Keep doing a great job like you are doing presently.
- Nothing really. I have been coming here for [time] plus will continue to do so.
- Practice nurses all provide excellent, warm and caring service.
- Just difficulty in obtaining an appointment but understand the constraints
- I am very satisfied with my General Practitioner, who regularly coordinates with my other health care providers.

YOUR PATIENT FEEDBACK

Number of patients providing feedback: 120

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.

Trigger warning: This report may contain content of a sensitive nature and cover a range of sensitive topics that may trigger readers.

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

- I am very satisfied with the staff and care provided to me and others.
- Very happy with this practice. I moved here from another one that I was unhappy with.
- I am very happy with the clinic and people in it.
- Better television programs as no magazines.
- Service is excellent just keep on doing as they are.
- We are very fortunate to have excellent health care staff available. Thank you.
- I do not think it needs improvement.
- Length of time waiting to see the doctor could be improved.
- Keep up the excellent work!
- Doing great as is.
- Very satisfied with [doctor]'s dedication to preventative medicine.
- I am quite happy with this clinic overall.
- Reception staff should text patients when their doctor is running more than [number] minutes behind schedule. This will limit time in waiting rooms. Thus reducing spread of COVID and other infections.
- I waited [number] minutes to see my doctor and was billed for a long consultation. I think that any wait longer than [number] minutes should result in a standard consultation fee. My time is valuable, too.
- Very satisfied with all.
- It is already amazing, my favourite clinic.
- Email issues.
- The service is very good.
- Excellent care provided by [Doctor]. Would not go elsewhere.

SUPPORTING DOCUMENTS

Number of patients providing feedback: 120

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 = 120

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Non rated responses
Number of ratings	0	0	14	41	65	0
Value assigned to each rating	0	25	50	75	100	n/a

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{total number of responses} - \text{number of Non rated responses})} = \frac{(0 \times 0) + (0 \times 25) + (14 \times 50) + (41 \times 75) + (65 \times 100)}{(120 - 0)} = \frac{10275}{120}$$

Your score for Q1 = 86%

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	86	36	78	84	89	100

16352

*Benchmarks are based on data from 6,540 surveys completed by 5,104 practices between September 2017 and March 2023, where each survey had a minimum of 30 questionnaires returned, totalling 766,935 patient questionnaires.

Practice Accreditation and Improvement Survey

Example Practice
Dr Example

ORGANISATION USE ONLY	Org ID	«OrgUnitId»
	Survey ID	«SID»
	GP PID	«PID»

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). If you are unable to answer a question, or a question doesn't apply to you, please leave it blank.

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 <i>clinician of my choice</i>	<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 to be discussed, 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 doctor/nurse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

About the doctor/nurse (whom you just saw)

	Poor	Fair	Good	Very Good	Excellent
9 My overall satisfaction with this visit to the doctor/nurse is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 The warmth of the doctor/nurse's greeting 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 doctor/nurse'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 doctor/nurse'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 doctor/nurse was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14 My confidence in the doctor/nurse's ability is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15 The opportunity the doctor/nurse 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 doctor/nurse was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17 The amount of time given to me on this visit was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18 The doctor/nurse'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 doctor/nurse'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 doctor/nurse would be	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please turn over ↶



SAMPLE QUESTIONNAIRE

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 request 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?					

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.

Are you:	How old are you in years?	Was this visit with your usual clinician?	How many times have you visited the practice in the last year?	Do you have any chronic illness or disability that is likely to affect you over a long period of time?
<input type="checkbox"/> Female	<input type="checkbox"/> Under 25	<input type="checkbox"/> Yes	<input type="checkbox"/> 1 – 5 visits	<input type="checkbox"/> Yes
<input type="checkbox"/> Male	<input type="checkbox"/> 25 – 59	<input type="checkbox"/> No	<input type="checkbox"/> 6+ visits	<input type="checkbox"/> No
	<input type="checkbox"/> 60+			

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		<input type="checkbox"/> Yes	
Do you speak another language apart from English?	<input type="checkbox"/> Yes	<input type="checkbox"/> No		<input type="checkbox"/> No	
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			

What is the highest level of education you have completed (please mark one box only)?			
<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

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

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

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

Livingstone Street Clinic

9 Livingstone Street
Ivanhoe VIC 3079

has completed the

Patient Feedback Survey

08 February 2024

Conducted by **CFEP Surveys**



A handwritten signature in black ink, appearing to read 'Tina Janamian', written over a horizontal line.

Adj Assoc Prof Tina Janamian
Chief Executive Officer



We listened to your feedback

As a result, we're taking active steps to better your patient experience

At Livingstone Street Clinic 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	Changes we're making
1.	
2.	
3.	
4.	

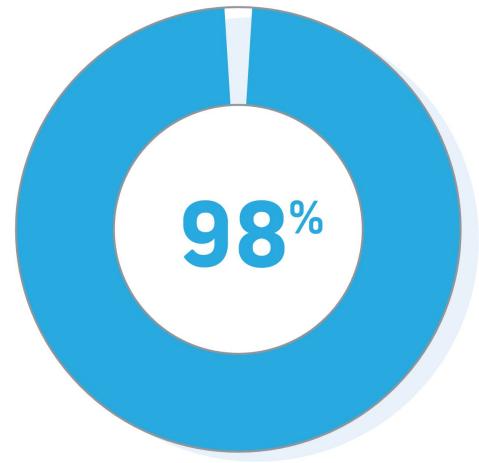


Livingstone Street Clinic

Here are the results of our recent

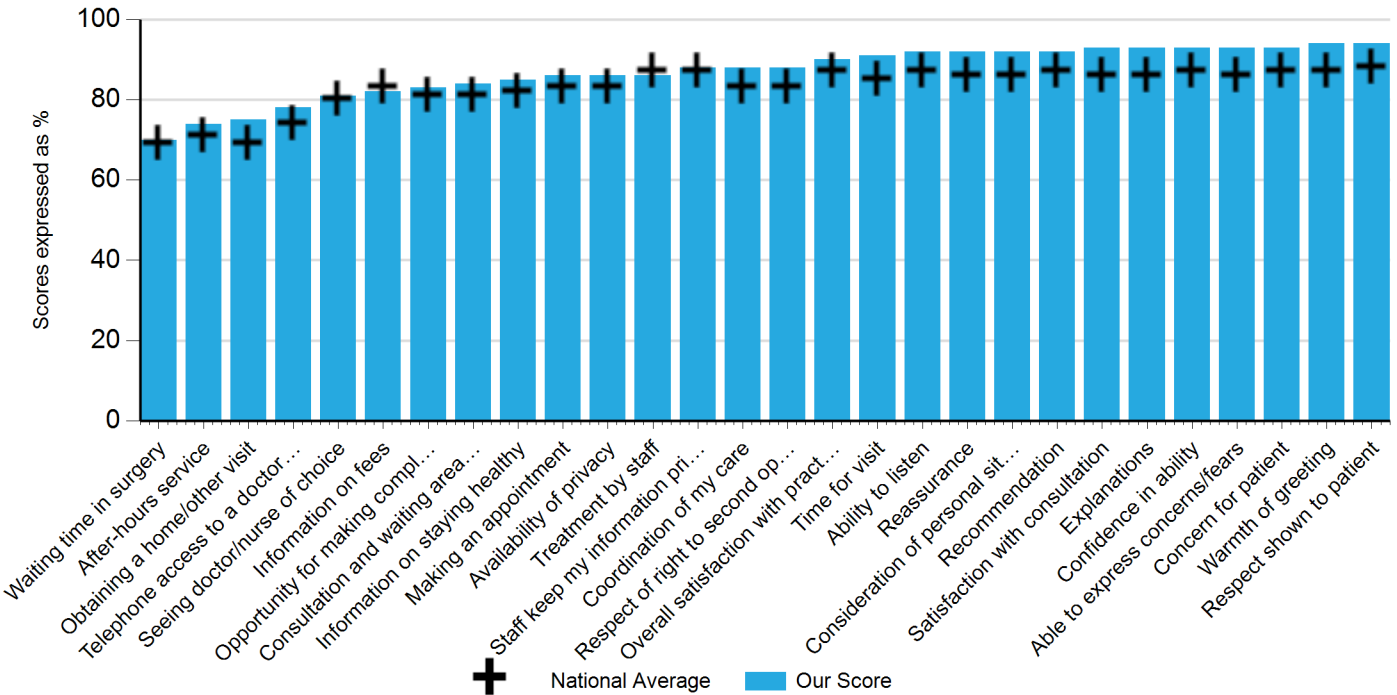
PATIENT FEEDBACK SURVEY

*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 120 patients in September 2023