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CFEP SURVEYS REPORT

PRACTICE ACCREDITATION AND IMPROVEMENT SURVEY

CWAATSICH - Roma

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: 38

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	2	3	5	28	0
Q2 Telephone access to a doctor/nurse	1	1	5	9	22	0
Q3 Obtaining a home/other visit	1	1	11	9	15	1
Q4 After-hours service	0	4	9	3	15	7
Q5 Seeing doctor/nurse of choice	0	2	6	13	16	1
Q6 Consultation and waiting area comfort	0	1	4	9	24	0
Q7 Availability of privacy	1	0	4	8	24	1
Q8 Waiting time in surgery	0	1	5	5	27	0
Q9 Satisfaction with consultation	0	0	7	10	21	0
Q10 Warmth of greeting	0	1	8	7	22	0
Q11 Ability to listen	0	1	4	6	27	0
Q12 Explanations	0	1	6	9	21	1
Q13 Reassurance	0	1	5	11	20	1
Q14 Confidence in ability	0	1	5	8	24	0
Q15 Able to express concerns/fears	0	1	4	9	23	1
Q16 Respect shown to patient	0	0	6	8	24	0
Q17 Time for visit	0	0	4	9	25	0
Q18 Consideration of personal situation	0	1	4	10	23	0
Q19 Concern for patient	0	0	6	7	23	2
Q20 Recommendation	0	1	4	7	26	0
Q21 Treatment by staff	0	1	4	9	24	0
Q22 Staff keep my information private	1	0	4	8	25	0
Q23 Information on fees	0	1	6	10	21	0
Q24 Opportunity for making complaints	0	0	5	10	21	2
Q25 Information on staying healthy	0	0	5	13	20	0
Q26 Coordination of my care	0	1	3	12	22	0
Q27 Respect of right to second opinion	0	1	7	10	19	1
Q28 Overall satisfaction with practice	0	0	4	9	24	1

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

YOUR PATIENT FEEDBACK

Number of patients providing feedback: 38

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	89	35	79	84	89	100
Q2 Telephone access to a doctor/nurse	83	28	66	72	78	100
Q3 Obtaining a home/other visit	74	21	63	69	75	100
Q4 After-hours service	73	13	65	71	77	100
Q5 Seeing doctor/nurse of choice	79	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	88	15	58	66	74	100
Q9 Satisfaction with consultation	84	48	83	87	91	100
Q10 Warmth of greeting	83	44	84	88	92	100
Q11 Ability to listen	89	45	83	88	91	100
Q12 Explanations	84	43	82	87	90	100
Q13 Reassurance	84	45	81	86	90	100
Q14 Confidence in ability	86	45	83	88	92	100
Q15 Able to express concerns/fears	86	35	82	86	90	100
Q16 Respect shown to patient	87	47	85	89	93	100
Q17 Time for visit	89	44	81	85	89	100
Q18 Consideration of personal situation	86	45	82	87	90	100
Q19 Concern for patient	87	46	83	87	91	100
Q20 Recommendation	88	48	84	88	92	100
Q21 Treatment by staff	87	47	83	87	91	100
Q22 Staff keep my information private	87	-	-	-	-	-
Q23 Information on fees	84	28	78	83	87	100
Q24 Opportunity for making complaints	86	36	74	79	84	100
Q25 Information on staying healthy	85	38	76	81	85	100
Q26 Coordination of my care	86	-	-	-	-	-
Q27 Respect of right to second opinion	82	23	76	81	85	100
Q28 Overall satisfaction with practice	89	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: 38

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 (<=1 FTE, RA3)

	Your mean score (%)	Benchmark data (%) (<=1 FTE, RA3)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q1 Making an appointment	89	50	81	88	91	99
Q2 Telephone access to a doctor/nurse	83	32	69	76	83	97
Q3 Obtaining a home/other visit	74	27	63	73	79	95
Q4 After-hours service	73	24	66	76	82	99
Q5 Seeing doctor/nurse of choice	79	33	76	85	91	98
Q6 Consultation and waiting area comfort	87	41	78	85	90	99
Q7 Availability of privacy	86	51	80	86	90	98
Q8 Waiting time in surgery	88	17	61	72	81	99
Q9 Satisfaction with consultation	84	49	83	88	93	100
Q10 Warmth of greeting	83	47	84	90	94	100
Q11 Ability to listen	89	45	82	89	93	100
Q12 Explanations	84	43	81	87	91	99
Q13 Reassurance	84	45	81	88	91	99
Q14 Confidence in ability	86	45	84	89	94	99
Q15 Able to express concerns/fears	86	35	81	87	92	99
Q16 Respect shown to patient	87	49	85	90	94	100
Q17 Time for visit	89	44	81	87	91	99
Q18 Consideration of personal situation	86	47	82	87	92	99
Q19 Concern for patient	87	46	83	89	93	99
Q20 Recommendation	88	48	83	89	94	100
Q21 Treatment by staff	87	58	86	91	94	100
Q22 Staff keep my information private	87	-	-	-	-	-
Q23 Information on fees	84	28	81	86	90	97
Q24 Opportunity for making complaints	86	36	76	82	87	95
Q25 Information on staying healthy	85	45	79	84	89	97
Q26 Coordination of my care	86	-	-	-	-	-
Q27 Respect of right to second opinion	82	23	78	85	88	97
Q28 Overall satisfaction with practice	89	50	84	91	95	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

9996

*Benchmarks are based on data from 236 surveys completed by 195 practices with <=1 FTE doctors and in category RA3 between October 2012 and December 2017, where each survey had a minimum of 30 questionnaires returned, totalling 8,514 patient questionnaires.

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

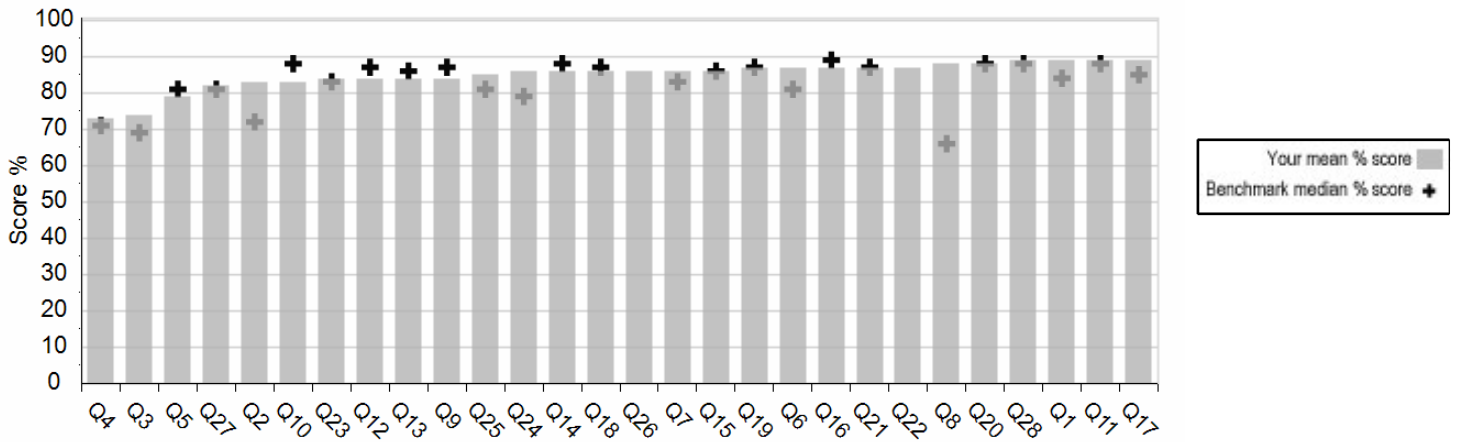
- Benchmark data not available

YOUR PATIENT FEEDBACK

Number of patients providing feedback: 38

YOUR MEAN PERCENTAGE SCORES AND BENCHMARKS

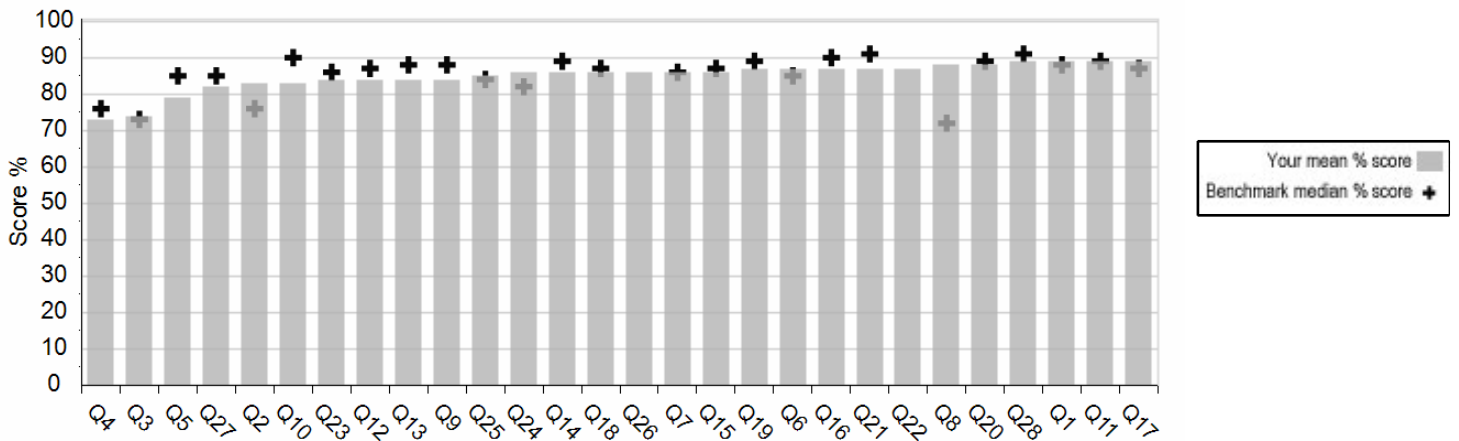
Graph 1: Your mean percentage scores in ascending order of performance with benchmark mean scores from all participating practices



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 (<=1 FTE, RA3)



9996

YOUR PATIENT FEEDBACK

Number of patients providing feedback: 38

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 (<=1 FTE, RA3)

Domain**	Your mean score (%)	Benchmark data (%) (<=1 FTE, RA3)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
1 - Access and availability	83	45	72	79	85	96
2 - Provision of information	85	37	79	84	88	96
3 - Privacy and confidentiality	87	48	80	85	90	98
4 - Continuity of care	83	33	76	85	91	98
5 - Communication skills of staff	86	49	82	88	92	99
6 - Interpersonal skills of clinical staff	85	46	83	89	93	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

9996

*Benchmarks are based on data from 236 surveys completed by 195 practices with <=1 FTE doctors and in category RA3 between October 2012 and December 2017, where each survey had a minimum of 30 questionnaires returned, totalling 8,514 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 RA3					
		<1	>1 to 2	>2 to 4	>4 to 6	>6	All
1 - Access and availability	83	79	78	75	73	72	76
2 - Provision of information	85	84	82	81	78	75	81
3 - Privacy and confidentiality	87	85	84	81	79	78	82
4 - Continuity of care	83	85	84	79	74	74	80
5 - Communication skills of staff	86	88	87	86	84	83	86
6 - Interpersonal skills of clinical staff	85	89	88	87	85	83	87

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 754 surveys completed by 556 practices in category RA3 between October 2012 and December 2017, where each survey had a minimum of 30 questionnaires returned, totalling 73,877 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: 38

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	24	83	45	79	84	88	100
Male	12	91	44	78	83	87	100
Blank	2	--	22	73	80	86	99
Age							
Under 25	12	83	36	74	81	87	100
25 - 59	18	87	46	78	83	87	100
60 +	6	86	45	80	84	88	100
Blank	2	--	10	69	77	83	100
Visit with usual doctor/nurse							
Yes	26	92	47	80	85	88	100
No	8	71	27	73	79	84	100
Blank	4	--	12	72	78	84	99
Visits in last year							
1 - 5 Visits	18	82	-	-	-	-	-
6+ visits	18	90	-	-	-	-	-
Blank	2	--	-	-	-	-	-
Chronic illness or disability							
Yes	16	87	46	80	84	88	100
No	20	85	40	78	83	87	100
Blank	2	--	11	72	79	85	100
Speak English at home							
Yes	37	86	46	79	83	87	100
No	0	--	37	72	79	85	100
Blank	1	--	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: 38

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	2	--	37	76	82	87	100
No	34	87	38	79	84	87	100
Blank	2	--	40	74	80	85	100
Born in Australia							
Yes	36	86	45	79	84	87	100
No	0	--	46	78	83	87	100
Blank	2	--	36	71	78	84	100
Aboriginal or Torres Strait Islander							
Yes	32	86	21	70	78	86	100
No	4	--	45	79	83	87	100
Blank	2	--	40	74	80	86	100
Concession or Healthcare Card							
Yes	27	85	47	79	84	88	100
No	9	90	47	78	83	87	100
Blank	2	--	19	72	79	85	100
Level of education							
Never attended school	1	--	34	62	72	79	100
TAFE or Trade Certificate or Diploma	4	--	43	78	83	88	100
Primary school	5	88	37	74	80	86	100
University or other Tertiary Institute degree	1	--	48	78	83	88	100
High school	25	86	46	79	83	88	100
Other	0	--	37	76	83	87	100
Blank	2	--	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: 38

PREVIOUS SURVEY SCORES COMPARISON

Table 7: Your current and previous mean percentage scores

	Current scores	February 2018	April 2015
Q1 Making an appointment	89	81	76
Q2 Telephone access to a doctor/nurse	83	76	69
Q3 Obtaining a home/other visit	74	69	57
Q4 After-hours service	73	72	59
Q5 Seeing doctor/nurse of choice	79	73	53
Q6 Consultation and waiting area comfort	87	84	71
Q7 Availability of privacy	86	82	73
Q8 Waiting time in surgery	88	71	60
Q9 Satisfaction with consultation	84	82	70
Q10 Warmth of greeting	83	82	72
Q11 Ability to listen	89	82	69
Q12 Explanations	84	82	69
Q13 Reassurance	84	79	66
Q14 Confidence in ability	86	81	69
Q15 Able to express concerns/fears	86	82	69
Q16 Respect shown to patient	87	85	75
Q17 Time for visit	89	81	70
Q18 Consideration of personal situation	86	81	70
Q19 Concern for patient	87	84	73
Q20 Recommendation	88	85	72
Q21 Treatment by staff	87	88	79
Q22 Staff keep my information private	87	87	--
Q23 Information on fees	84	83	72
Q24 Opportunity for making complaints	86	80	67
Q25 Information on staying healthy	85	84	73
Q26 Coordination of my care	86	84	--
Q27 Respect of right to second opinion	82	83	68
Q28 Overall satisfaction with practice	89	89	77

YOUR PATIENT FEEDBACK

Number of patients providing feedback: 38

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?

- Stable doctor as in one more permanent. Current doctor not sure about my conditions and was reluctant to help with forms etc. for Centrelink.
- Great place to see nurse and doctors and staff.
- Everyone is so wonderful.
- Everyone is so wonderful.
- No improvement needed. Always friendly and easy to get an appointment.
- All staff is amazing.
- All good.

SUPPORTING DOCUMENTS

Number of patients providing feedback: 38

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 = 38

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Non rated responses
Number of ratings	0	2	3	5	28	0
Value assigned to each rating	0	25	50	75	100	n/a

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{total number of responses} - \text{number of Non rated responses})} = \frac{(0 \times 0) + (2 \times 25) + (3 \times 50) + (5 \times 75) + (28 \times 100)}{(38 - 0)} = \frac{3375}{38}$$

Your score for Q1 = 89%

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	89	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: 38

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 clinician'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 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: 38



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: 38

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: 38

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: 38

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

CWAATSICH - Roma

60 A Charles Street
Roma QLD 4455

has completed the

Patient Feedback Survey

18 March 2022

Conducted by **CFEP Surveys**



Adj Assoc Prof Tina Janamian
Chief Executive Officer

We listened to you...

and we are improving patient care

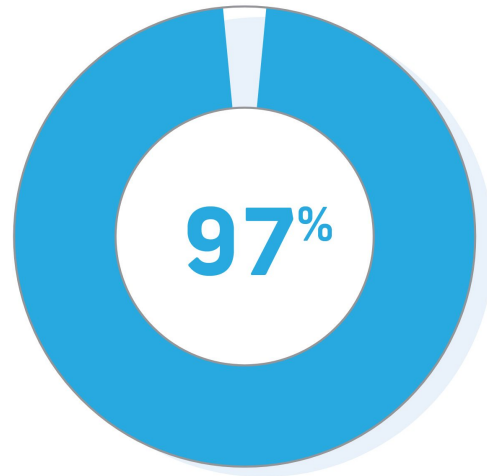
At CWAATSICH - Roma we carried out a patient survey (the Practice Accreditation and Improvement Survey) and asked for your honest opinions on the service we provide. We listened to your concerns and have taken the following actions in order to make improvements to patient care where you feel it would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

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

CWAATSICH - Roma

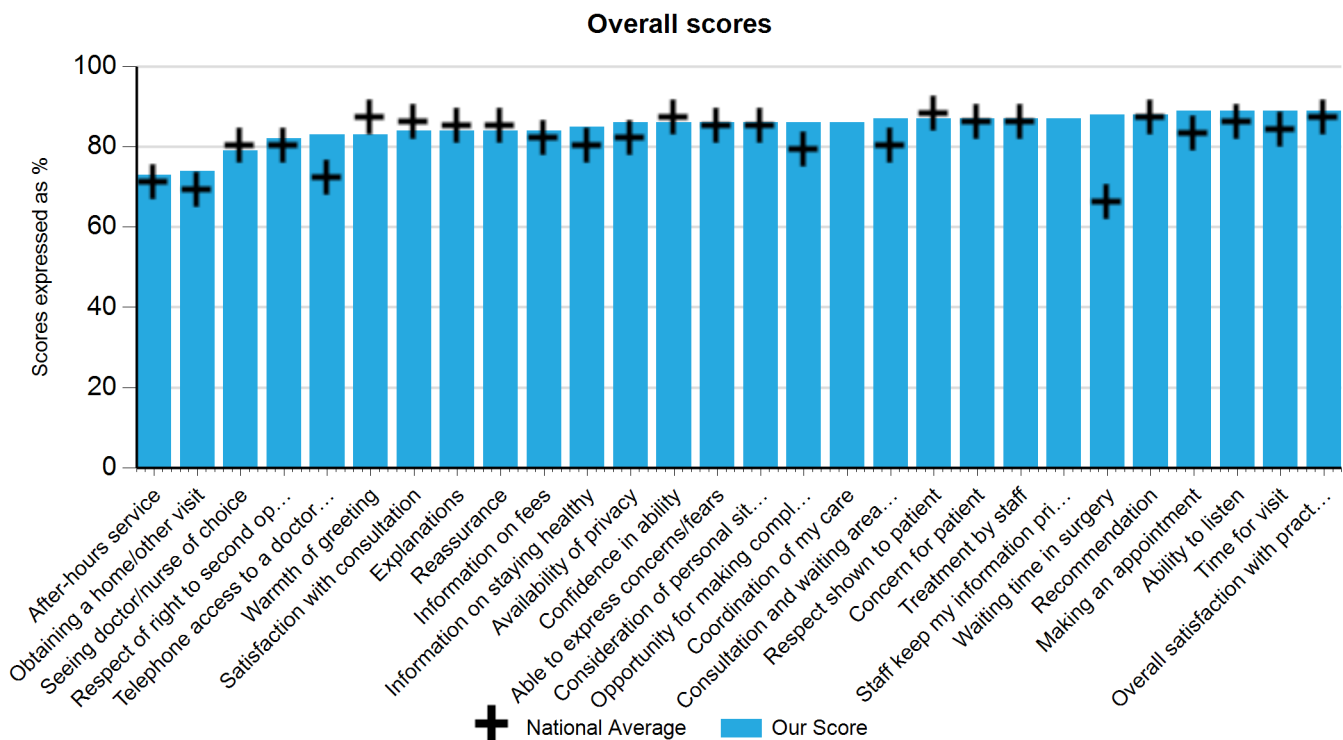
Here are the results of our recent

PATIENT FEEDBACK SURVEY



Striving towards excellence!

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



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



This Survey was completed by 38 patients in February 2022