

Patient experience survey results 2024

Details

Number of surveys completed: 46

Location of survey: in clinic at Hampden Health

Date period of surveys 2nd February 2024 to 2nd August 2024

Data publish date: 28 September 2024

Summary scores for each domain

Domain	Percentage
Access and availability: Making an appointment and getting to the clinic	86.48%
Interpersonal skills of reception staff	86.39%
Interpersonal skills of clinicians	95.43%
Communication skills of clinicians	95.54%
Information provided by clinicians	93.35%
Privacy and confidentiality	94.95%
Continuity of care	91.14%
Experience over last year	83.62%

Summary of scores for each question

Access and availability: Making an appointment and getting to the clinic			Percentage	Mean Response
Q1	a	Getting an appointment for a time that suited you	84.35%	4.2
	b	The time you had to wait to get this appointment (before getting to the clinic)	84.44%	4.2
	c	The time you had to wait after you arrived at the clinic	79.13%	4.0
	d	Getting reminders for your appointment	93.18%	4.7
	e	The comfort of the waiting room	91.30%	4.6

Interpersonal skills of reception staff			Percentage	Mean Response
Q2	a	Were welcoming upon your arrival	91.30%	4.6
	b	Considered your needs when making an appointment	88.37%	4.4

	c	Let you know about any delays while you were waiting	79.49%	4.0
	d	Were courteous and polite	94.67%	4.7

Interpersonal skills of clinicians			Percentage	Mean Response
Q3	a	Cared about you as a person	95.22%	4.8
	b	Treated you with respect	95.65%	4.8

Communication skills of clinicians			Percentage	Mean Response
Q4	a	Helped your understand your medical condition	96.00%	4.8
	b	Involved you in decisions	94.55%	4.7
	c	Really listened to what you had to say	96.09%	4.8

Information provided by clinicians			Percentage	Mean Response
Q5	a	The amount of useful information given about your condition	94.35%	4.7
	b	Information about side effects of any treatment	93.02%	4.7
	c	Information about how to stay healthy	92.68%	4.6

Privacy and confidentiality			Percentage	Mean Response
Q6	a	Privacy when you were examined	95.91%	4.8
	b	Being able to discuss personal issues that were sensitive	93.95%	4.7
	c	The way in which information was given to other clinicians	95.00%	4.8

Continuity of care			Percentage	Mean Response
Q7	a	Knew your medical history at the clinic	91.90%	4.6
	b	Gave you options for specialists or other health providers you needed to see	91.11%	4.6
	c	Coordinated different healthcare professionals	91.18%	4.6

Experience over last year			Percentage	Mean Response
Q8	a	Suitability of clinic opening hours	84.35%	4.2
	b	Being able to see a doctor at the clinic when you needed urgent care	82.50%	4.1
	c	Being able to see the doctor of your choice	84.00%	4.2

Demographics

Gender	
35%	Male
65%	Female
Aboriginal & Torres Strait Islander status	
0%	Aboriginal & Torres Strait Islander
100%	Non Aboriginal & Torres Strait Islander
Been to another general practice	
26%	of patients had visited another practice in the previous year
74%	of patients had not visited another practice in the previous year
Preferred language	
83%	English
2%	Arabic
7%	Cantonese
0%	Mandarin
0%	Vietnamese
0%	Hindi
2%	Greek
7%	Some other language
Age	
7%	15-24
33%	25-44
28%	45-64
30%	65 or over
Length of time coming to the practice	
26%	Less than a year
52%	1-2 years
22%	3 years or more
0%	Not sure
Concession cards	
20%	Health Care Card
11%	Pensioner Concession Card
0%	Any Veterans' Affairs treatment entitlement card
70%	No concession card
Number of times patients visited the practice	
2%	once only
59%	2-4 visits

22%	5-9 visits
17%	More than 10 visits
0%	Not Sure
Highest level of education	
9%	Some high school
11%	Completed high school
2%	Currently studying degree or diploma
2%	Completed a trade or technical qualification
48%	Degree or diploma
28%	Postgraduate degree
Carers	
9%	Attended as a carer

Free text comments

Domain	Comments
Access and availability: Making an appointment and getting to the clinic	"More relaxing music please. No thumping backing sounds"
Interpersonal skills of reception staff	"Excellent service and friendly staff" Good staff very nice
Interpersonal skills of clinicians	"Dr Hil Yin Choi was very thorough, listened well and approachable. Very professional"
Communication skills of clinicians	"This is the longest a GP has ever sat listening and assessing me on my entire life I think. He was very thorough, knowledgeable and personable."
Information provided by clinicians	"Dr Choi was fantastic!" "I love Dr Choi's integrative approach to health, I couldn't be happier with his care"
If you could change one thing about the practice	"More doctors" "Nothing to change. Everything is excellent" "Thank you for all your expertise and support. We are very very happy to have found such a great GP. Thank you!"

	<p>“Not being able to see doctor on Friday and cant get an appt on weekends and not until Tuesday with Dr Choi.”</p> <p>“Warmer waiting room, water available”</p> <p>“Nothing so far...only 2 visits All has been very good.”</p> <p>“Great team”</p> <p>“Nothing”</p> <p>“Nothing as all good”</p> <p>“Not sure. Very happy”</p> <p>“Reduce waiting time”</p>
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Response

Domain	Actions done
Access and availability: Making an appointment and getting to the clinic	A review of the music played in the clinic was conducted and specific playlists were re-organised.
Interpersonal skills of reception staff	Reception staff trained to inform patients when doctor is running late and to inform patients who have not yet arrived if the doctor is running significantly late.
Experience over last year	More “on the day appointments” allocated for each doctor in both morning and afternoon sessions.
If you could change one thing about the practice	Filtered, refrigerated water available with disposable paper cups for infection control purposes.