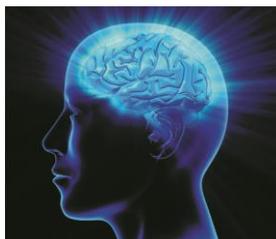


PSI PRACTICE REPORT

Practice Name: Seven Hills Medical Centre
Survey Date: September 2017
Number of respondents: 60

This report summarises the results obtained using PSIV5, a patient feedback survey which has been approved by the Royal Australian College of General Practitioners (RACGP) as meeting their 4th Edition Standards.

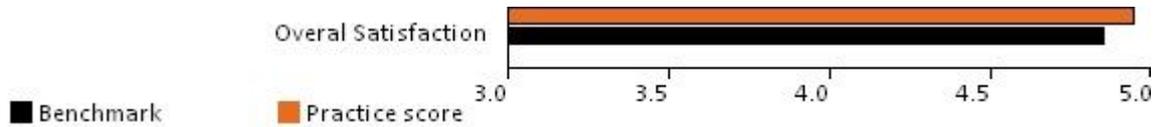
The complete results are available in your online report which can be accessed using the links provided.



SUMMARY OF RESULTS

A summary of your practice's results is shown alongside a benchmark made up of the pooled results obtained from all practices that have completed PSiv5. This provides you with the ability to easily see how your results compare with others.

Overall Performance



Overall performance is a summary of important outcome measures including 'Satisfaction with Service', 'Likelihood to recommend your practice to family and friends' and whether your patients are happy to visit your practice again.

Performance in 7 domains



Access (6 items)	Can patients see a doctor of their choice? See a doctor quickly at a time that suits them? Do opening hours suit? Are the costs acceptable?
Interactions (6 items)	How easy is it to get test results get advice over the phone or arrange home visits and care outside normal hours?
Arrival (4 items)	Are patients treated respectfully by helpful receptions staff? Is everything clean and tidy? Is the waiting area comfortable and well set-up?
Consultation (10 items)	Was the practice team warm and friendly? Respectful? Caring? Did they spend enough time, listen and provide useful advice?
Information (5 items)	Did patients receive enough information? Were all of their questions answered? Were they informed about costs and illness prevention.
Confidence (4 items)	How well do you manage your patients' privacy and personal information? Are patients confident that complaints would be handled appropriately?
Efficiency (3 items)	Does everything run on time, do patients have to wait long? Does the practice team work well together and with other services in the area?

AREAS FOR IMPROVEMENT

Your results have been analysed to identify the areas that require improvement. The complete analysis can be accessed via your online report.

Your **Top 3** areas for improvement are:

- #1 The waiting area is comfortable and well set up
- #2 I am able to see a doctor quickly when I need to
- #3 Arrange care outside the practice's normal opening hours

Key to colour codes

The need to address these areas is acute. Urgent attention is recommended

These areas are important to your patients. Attention is required.

Less important areas. Address later unless quick and easy solutions can be identified

SUGGESTIONS FOR IMPROVEMENT

When it's time to sit down and think about ways to improve your practice in response to your patients' feedback, it can be difficult to get started and difficult to generate *'improvement ideas'*.

Over the years we have seen many *'improvement ideas'* and have started collecting them. The table below shows two ideas that have been suggested by other practices for each of your Top 3 improvement areas. We hope they help get you started.

DO NOT simply adopt them. Use them to generate new ideas. Then, select the ideas that suite you best and work on them.

- #1 **The waiting area is comfortable and well set up**
 - 1. Update furniture and facilities
 - 2. Kept clean and tidy
- #2 **I am able to see a doctor quickly when I need to**
 - 1. Implement a system that provides patients an ETA on their arrival
 - 2. Publish your calendar on-line so patients can see available times for the Doctor
- #3 **Arrange care outside the practice's normal opening hours**
 - 1. Communicate to patients what their alternatives are out of hours
 - 2. Introduce a rotating roster for possible after hours visits

You are also certain to find that your patients have useful improvement ideas. Have a look at their suggestions for improvement in your online report. The link is on the next page. The RACGP's Patient Feedback Guide is a useful resource, it can be downloaded [here](#).

Remember

Managing your patients' expectations is an important element of improving patient feedback. By engaging with your patients and communicating clearly, you will go a long way towards improving their satisfaction with the services you provide.

ACCESSING YOUR ONLINE REPORT

Your online report provides all of the details of your results. It can be accessed using the unique link, user name and password below.

Link: <https://surveys.ultrafeedback.com/a.asp?s=1382&u-report1905&p=ahadip>

User Name: report1905

Password: ahadip

You will be greeted by the Welcome Page.

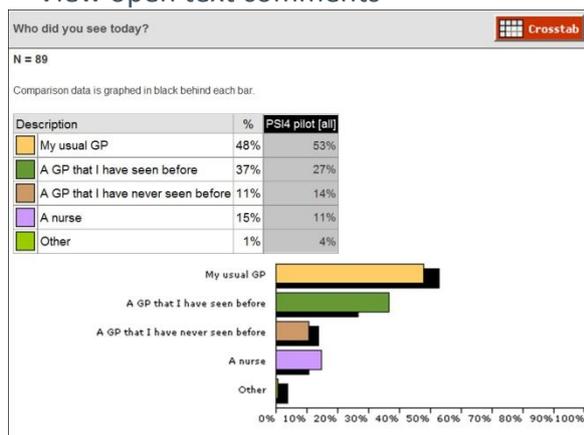
From here, you can:

- Explore the detailed results of each of the eight domains and see a complete priority to improve analysis of all questions in the survey.
- Learn more about your patients and the way your patients' demographics affect their evaluation of the practice.

When exploring the detailed results in each of the domains, you can:

- See the results of each question that makes up each of the eight domains described in this report.
- Use filters to understand the way different patient groups evaluate your practice.
- Crosstab your results in order to understand you results in more detail.
- View open text comments

Response filter	
Gender	(Show all) ▾
Employment	(Show all) ▾
Concession Cards	(Show all) ▾
Age Group	(Show all) ▾
Reason for visit	(Show all) ▾
Emergency attendance	New problem ▾
Health Change	Ongoing problem ▾
Who seen	Medical test ▾
	General check up ▾
	Other ▾
Show	



Thinking about your visit today, do you have any suggestions about how the practice could improve the overall service they provide?

N = 18. Displaying answers 1 to 18.

- Me
- Absolutely happy.
- A beer fridge in the waiting room with beer and/or chips.
- Just less time waiting on the doctor.
- Overall, I am satisfied with the service at the practice. I stay apart from waiting a long time. I know this is usually unavoidable and my GP did not rush so a result.
- More doctors required as often there may be a delay of one week before you are able to see a doctor (only in last few months).
- A clock in Exam room 2.
- Having an email link to the doctor or practice would be beneficial when illness is ongoing and you can't speak to the doctor directly but want an answer to a problem about the illness. I realise some people may abuse this situation but it could be linked directly to your file so the doctor isn't harassed by emails from unassociated contacts. Thank you.
- I would very much like to see the doctor I requested to see - I know they are very, very busy but it is difficult to have to see different doctors. Thank you very much for all. I appreciate the care given.
- They need more room in practice nurse areas.