

# Five White Street Surgery Patient Survey Results – 2023

\* Range of responses is the difference between the highest and lowest scores provided for each question

## SUMMARY OF SCORES FOR EACH QUESTION

## FREQUENCY OF RESPONSES TO EACH QUESTION

## RANGE OF RESPONSES

Access and availability			%	Mean Response
Q 1	a	Getting an appointment for a time that suited you	78.28%	3.9
	b	The time you had to wait to get this appointment (before getting to the clinic)	66.24%	3.3
	c	Getting reminders for your appointment	77.53%	3.9

Poor	Fair	Good	Very Good	Excellent	N/A	Don't Know
0	7	28	24	34	0	0
3	15	37	26	12	0	0
0	4	27	34	24	4	0

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Interpersonal skills of reception staff			%	Mean Response
Q 2	a	Were welcoming upon your arrival	87.31%	4.4
	b	Let you know about any delays while you were waiting	67.87%	3.4
	c	Were professional in dealing with you	89.68%	4.5

Poor	Fair	Good	Very Good	Excellent	N/A	Don't Know
0	0	11	37	45	0	0
3	17	32	16	21	3	1
0	2	9	24	58	0	0

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Interpersonal skills of clinicians			%	Mean Response
Q 3	a	Made you feel comfortable	91.61%	4.6
	b	Had enough time to talk about the things that were important for you	91.61%	4.6
	c	Told you all you wanted to know about your condition	91.40%	4.6

Poor	Fair	Good	Very Good	Excellent	N/A	Don't Know
0	0	12	15	66	0	0
0	0	13	13	67	0	0
0	1	10	17	65	0	0

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Communication skills of clinicians			%	Mean Response
Q 4	a	Explained the purpose of tests and treatment	89.46%	4.5
	b	Helped you understand what to do when you went home	90.11%	4.5
	c	Really listened to what you had to say	92.69%	4.5

Poor	Fair	Good	Very Good	Excellent	N/A	Don't Know
0	0	12	25	56	0	0
0	0	10	26	57	0	0
0	0	9	16	68	0	0

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Information provided by clinicians			%	Mean Response
Q 5	a	The amount of useful information given about your condition	87.96%	4.4
	b	Information about how to prevent future health problems	87.61%	4.4
	c	Information about side effects of any treatment	85.35%	4.3

Poor	Fair	Good	Very Good	Excellent	N/A	Don't Know
0	0	18	20	55	0	0
0	0	13	31	48	1	0
0	0	16	31	39	7	0

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Privacy and confidentiality			%	Mean Response
Q 6	a	Being able to discuss personal issues that were sensitive	88.99%	4.4
	b	Your understanding how medical records are kept private in the clinic	85.14%	4.3
	c	Asked your permission before another clinician came to the appointment	82.86%	4.1

Poor	Fair	Good	Very Good	Excellent	N/A	Don't Know
0	0	15	19	55	2	2
0	0	18	16	36	19	4
0	0	8	8	12	22	3

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Continuity of care			%	Mean Response
Q 7	a	Knew your medical history at the clinic	87.47%	4.4
	b	Gave you options for specialists or other health providers you need to see	89.35%	4.5
	c	Allowed you to have the final choice about which other professionals to see	90.22%	4.5

Poor	Fair	Good	Very Good	Excellent	N/A	Don't Know
0	0	12	33	46	2	0
0	2	12	19	59	1	0
0	2	11	16	61	3	0

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Experience over last year			%	Mean Response
Q 8	a	Suitability of clinic opening hours	86.02%	4.3
	b	Being able to see the doctor of your choice	84.09%	4.2
	c	The amount you paid for each visit to the doctor	80.90%	4.0

Poor	Fair	Good	Very Good	Excellent	N/A	Don't Know
0	1	10	42	40	0	0
1	3	14	33	42	0	0
1	1	17	44	26	1	3

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PATIENT CHARACTERISTICS

Gender	
40%	Male
60%	Female
Aboriginal & Torres Strait Islander status	
3%	Aboriginal & Torres Strait Islander
97%	Non Aboriginal & Torres Strait Islander
Been to another general practice	
6%	of patients had visited another practice in the previous year
94%	of patients had not visited another practice in the previous year
Preferred language	
89%	English
2%	Arabic
0%	Cantonese
1%	Mandarin
0%	Vietnamese
2%	Hindi
4%	Greek
1%	Some other language
Age	
10%	15-24
30%	25-44
37%	45-64
22%	65 or over
Length of time coming to the practice	
2%	Less than a year
16%	1-2 years
78%	3 years or more
3%	Not sure
Concession cards	
8%	Health Care Card
17%	Pensioner Concession Card
0%	Any Veterans' Affairs treatment entitlement card
75%	No concession card
Number of times patients visited the practice	
2%	once only
54%	2-4 visits
20%	5-9 visits
13%	More than 10 visits
11%	Not Sure
Highest level of education	
8%	Some high school
19%	Completed high school
13%	Currently studying degree or diploma
6%	Completed a trade or technical qualification
48%	Degree or diploma
5%	Postgraduate degree

Carers	
4%	Attended as a carer