

Private and Confidential

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**Practice Accreditation and Improvement Survey
Report**

Ogam Medical

January 2020





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13 January 2020

Dear Dr O'Gorman

Please find enclosed your report outlining your patient feedback from the Practice Accreditation and Improvement survey (PAIS). The results have been illustrated in tables and charts with associated benchmarks, based on feedback given by **861,375** patients to **5,316** Australian general practices. Supporting documents have been provided to help you in the interpretation and understanding of your results.

These results will reflect Criterion QI 1.2 Indicator A.

The format of this highly comprehensive report has been updated, which we hope will provide you with a clearer picture of performance. It is worth spending time to assimilate the detail to obtain the best understanding of your patient feedback.

An Action Plan is included in your Report. Should you wish to use this Action Plan it may guide you in assisting to satisfy Criterion QI 1.2 Indicator B. A "Certificate of Completion" with a Practice Improvement Plan for your practice has also been issued with this Report. This may be of support to you in demonstrating Criterion QI 1.2 Indicator C. 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.

The data in your report is entirely confidential to your practice. 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 scientific literature regarding the on-going development of standards.

Please contact our staff on 07 3855 2093 or info@cfepsurveys.com.au if you require further information about your report. We hope that you find the results and feedback a good basis for reflection and that they provide a useful foundation to inform future quality improvements to your practice.

A handwritten signature in blue ink that reads 'Z. Hislop'.

Mrs Zelka Hislop
Manager

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Your patient feedback

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For a quick review of your PAIS scores and associated benchmarks please turn to page 2 of this report. However, we do recommend reading the entire report to obtain the clearest reflection of your patient feedback

Your patient feedback

Distribution and frequency of ratings

Table 1: Distribution and frequency of ratings (questions 1 - 28)

	Poor	Fair	Good	Very Good	Excellent	Blank / Spoilt
Q1 Making an appointment	0	0	2	15	58	0
Q2 Telephone access to a doctor/nurse	1	2	2	17	39	14
Q3 Obtaining a home/other visit	1	0	4	12	23	35
Q4 After-hours service	1	0	3	14	21	36
Q5 Seeing doctor/nurse of choice	0	3	2	7	60	3
Q6 Consultation and waiting area comfort	0	0	3	14	57	1
Q7 Availability of privacy	0	0	1	9	50	15
Q8 Waiting time in surgery	0	5	8	30	31	1
Q9 Satisfaction with consultation	0	0	0	9	66	0
Q10 Warmth of greeting	0	0	1	9	65	0
Q11 Ability to listen	0	0	0	8	67	0
Q12 Explanations	0	0	1	9	65	0
Q13 Reassurance	0	0	0	8	66	1
Q14 Confidence in ability	0	0	0	6	69	0
Q15 Able to express concerns/fears	0	0	0	9	66	0
Q16 Respect shown to patient	0	0	0	7	68	0
Q17 Time for visit	0	1	1	10	63	0
Q18 Consideration of personal situation	0	0	0	9	66	0
Q19 Concern for patient	0	0	0	7	68	0
Q20 Recommendation	0	0	0	5	70	0
Q21 Treatment by staff	0	0	1	11	62	1
Q22 Staff keep my information private	0	0	0	13	58	4
Q23 Information on fees	0	2	3	13	55	2
Q24 Opportunity for making complaints	0	0	0	11	47	17
Q25 Information on staying healthy	0	0	2	15	54	4
Q26 Coordination of my care	0	1	0	16	52	6
Q27 Respect of right to second opinion	0	0	1	10	51	13
Q28 Overall satisfaction with practice	0	0	1	8	65	1

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

Your mean percentage scores and benchmarks

Table 2: Your mean percentage scores and benchmarks

	Your mean score (%)	Benchmark data: all practices mean scores (%) *				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q1 Making an appointment	94	35	79	84	89	100
Q2 Telephone access to a doctor/nurse	87	28	66	72	78	100
Q3 Obtaining a home/other visit	85	21	63	69	75	100
Q4 After-hours service	85	13	65	71	77	100
Q5 Seeing doctor/nurse of choice	93	15	75	81	87	100
Q6 Consultation and waiting area comfort	93	31	75	81	86	100
Q7 Availability of privacy	95	43	78	83	87	100
Q8 Waiting time in surgery	79	15	58	66	74	100
Q9 Satisfaction with consultation	97	48	83	87	91	100
Q10 Warmth of greeting	96	44	84	88	92	100
Q11 Ability to listen	97	45	83	88	91	100
Q12 Explanations	96	43	82	87	90	100
Q13 Reassurance	97	45	81	86	90	100
Q14 Confidence in ability	98	45	83	88	92	100
Q15 Able to express concerns/fears	97	35	82	86	90	100
Q16 Respect shown to patient	98	47	85	89	93	100
Q17 Time for visit	95	44	81	85	89	100
Q18 Consideration of personal situation	97	45	82	87	90	100
Q19 Concern for patient	98	46	83	87	91	100
Q20 Recommendation	98	48	84	88	92	100
Q21 Treatment by staff	96	47	83	87	91	100
Q22 Staff keep my information private	95	-	-	-	-	-
Q23 Information on fees	91	28	78	83	87	100
Q24 Opportunity for making complaints	95	36	74	79	84	100
Q25 Information on staying healthy	93	38	76	81	85	100
Q26 Coordination of my care	93	-	-	-	-	-
Q27 Respect of right to second opinion	95	23	76	81	85	100
Q28 Overall satisfaction with practice	97	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

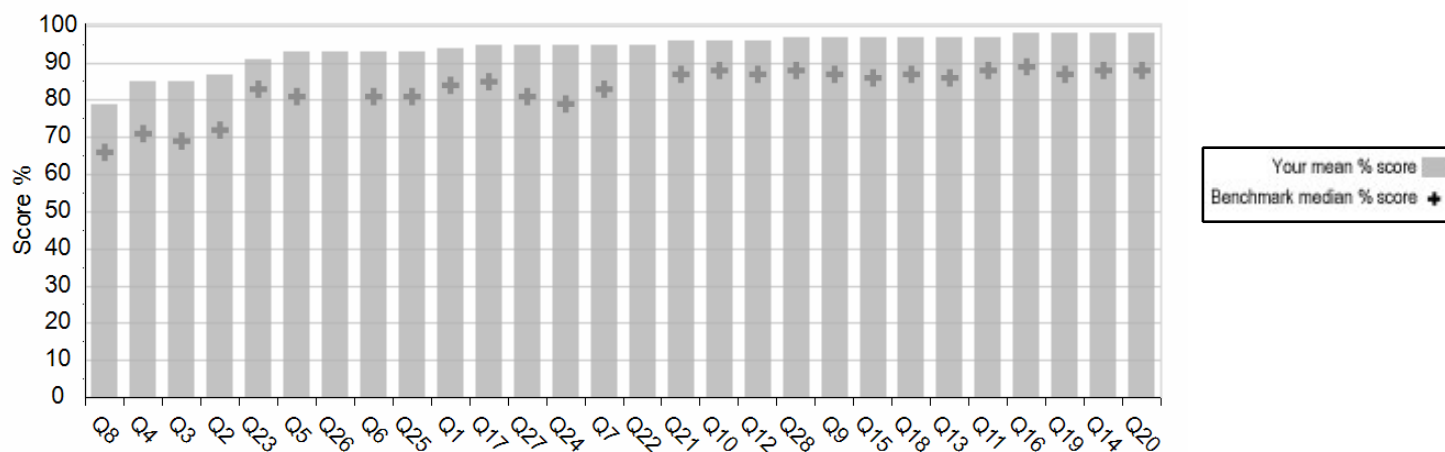
10015

*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

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



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Your mean percentage scores and FTE GP and Remoteness Area benchmarks

Table 3: Your mean percentage scores benchmarked against your FTE GP and Remoteness Area categories (1+ - 2 FTE, RA1)

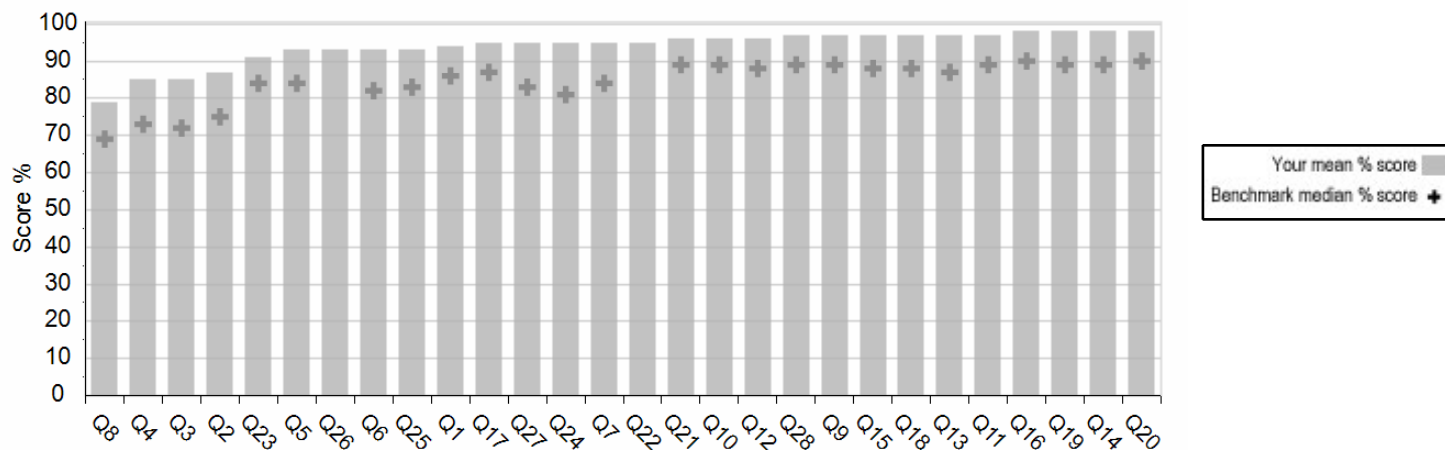
	Your mean score (%)	Benchmark data (%) (1+ - 2 FTE, RA1)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q1 Making an appointment	94	53	81	86	90	100
Q2 Telephone access to a doctor/nurse	87	35	70	75	81	100
Q3 Obtaining a home/other visit	85	21	66	72	78	100
Q4 After-hours service	85	28	67	73	79	100
Q5 Seeing doctor/nurse of choice	93	19	79	84	89	100
Q6 Consultation and waiting area comfort	93	37	77	82	87	100
Q7 Availability of privacy	95	46	79	84	88	100
Q8 Waiting time in surgery	79	15	61	69	78	99
Q9 Satisfaction with consultation	97	52	84	89	92	100
Q10 Warmth of greeting	96	50	85	89	93	100
Q11 Ability to listen	97	53	84	89	92	100
Q12 Explanations	96	54	83	88	92	100
Q13 Reassurance	97	52	83	87	91	100
Q14 Confidence in ability	98	53	85	89	93	100
Q15 Able to express concerns/fears	97	53	83	88	91	100
Q16 Respect shown to patient	98	53	86	90	94	100
Q17 Time for visit	95	49	82	87	90	100
Q18 Consideration of personal situation	97	52	83	88	91	100
Q19 Concern for patient	98	50	84	89	92	100
Q20 Recommendation	98	50	85	90	93	100
Q21 Treatment by staff	96	54	84	89	92	100
Q22 Staff keep my information private	95	-	-	-	-	-
Q23 Information on fees	91	51	80	84	88	100
Q24 Opportunity for making complaints	95	43	77	81	85	100
Q25 Information on staying healthy	93	50	79	83	87	100
Q26 Coordination of my care	93	-	-	-	-	-
Q27 Respect of right to second opinion	95	49	79	83	87	100
Q28 Overall satisfaction with practice	97	54	85	89	93	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

10005

*Benchmarks are based on data from 1,202 surveys completed by 1,019 practices with 1+ - 2 FTE doctors and in category RA1 between October 2012 and December 2017, where each survey had a minimum of 30 questionnaires returned, totalling 80,741 patient questionnaires. See the supporting documents at the end of this report for percentage score calculation and quartile information.
 - Benchmark data not available

Graph 2: Your mean percentage scores in ascending order of performance with benchmark mean scores (1+ - 2 FTE, RA1)



10005

Your mean percentage scores by domain, benchmarked against your FTE GP & Remoteness Area categories

Table 4: Your mean percentage scores by domain, benchmarked against your FTE GP and Remoteness Area categories (1+ - 2 FTE, RA1)

Domain**	Your mean score (%)	Benchmark data (%) (1+ - 2 FTE, RA1)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
1 - Access and availability	89	49	74	78	83	100
2 - Provision of information	93	48	79	83	87	100
3 - Privacy and confidentiality	95	41	78	83	87	100
4 - Continuity of care	93	19	79	84	89	100
5 - Communication skills of staff	97	56	84	88	91	100
6 - Interpersonal skills of clinical staff	97	52	85	89	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

10005

*Benchmarks are based on data from 1,202 surveys completed by 1,019 practices with 1+ - 2 FTE doctors and in category RA1 between October 2012 and December 2017, where each survey had a minimum of 30 questionnaires returned, totalling 80,741 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	89	81	78	76	73	70	76
2 - Provision of information	93	85	83	81	78	75	81
3 - Privacy and confidentiality	95	85	83	81	79	76	81
4 - Continuity of care	93	88	84	81	78	74	81
5 - Communication skills of staff	97	90	88	87	86	83	87
6 - Interpersonal skills of clinical staff	97	91	89	88	87	84	88

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 5,165 surveys completed by 3,636 practices in category RA1 between October 2012 and December 2017, where each survey had a minimum of 30 questionnaires returned, totalling 597,657 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 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	45	94	45	79	84	88	100
Male	28	95	44	78	83	87	100
Blank	2	--	22	73	80	86	99
Age							
Under 25	2	--	36	74	81	87	100
25 - 59	50	95	46	78	83	87	100
60 +	21	96	45	80	84	88	100
Blank	2	--	10	69	77	83	100
Visit with usual doctor/nurse							
Yes	69	94	47	80	85	88	100
No	5	97	27	73	79	84	100
Blank	1	--	12	72	78	84	99
Visits in last year							
1 - 5 Visits	38	94	-	-	-	-	-
6+ visits	36	95	-	-	-	-	-
Blank	1	--	-	-	-	-	-
Chronic illness or disability							
Yes	20	94	46	80	84	88	100
No	53	95	40	78	83	87	100
Blank	2	--	11	72	79	85	100
Speak English at home							
Yes	70	94	46	79	83	87	100
No	4	--	37	72	79	85	100
Blank	1	--	32	69	76	83	99
Speak another language							
Yes	18	93	37	76	82	87	100
No	55	95	38	79	84	87	100
Blank	2	--	40	74	80	85	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.

-- 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 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
Born in Australia							
Yes	52	95	45	79	84	87	100
No	21	93	46	78	83	87	100
Blank	2	--	36	71	78	84	100
Aboriginal or Torres Strait Islander							
Yes	1	--	21	70	78	86	100
No	71	95	45	79	83	87	100
Blank	3	--	40	74	80	86	100
Concession or Healthcare Card							
Yes	17	97	47	79	84	88	100
No	52	94	47	78	83	87	100
Blank	6	94	19	72	79	85	100
Level of education							
Never attended school	0	--	34	62	72	79	100
TAFE or Trade Certificate or Diploma	20	93	43	78	83	88	100
Primary school	0	--	37	74	80	86	100
University or other Tertiary Institute degree	32	94	48	78	83	88	100
High school	17	97	46	79	83	88	100
Other	3	--	37	76	83	87	100
Blank	3	--	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 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?

- Absolutely nothing. I've been coming here for years because of their expertise and friendly, caring nature of all staff. I have moved further away, however, I still commute to come back.
10/10 guys, keep up the great work.
- Keep going the same.
- Excellent and relaxing energy.
- Being on time of appointments.
- Not much. Keep up the good work! Highly recommend this clinic to work colleagues.
- Invest in mineral powder to apply after facial treatments.
- My family and I are 100% happy. Would not change anything.
Highly recommend the clinic.
- Keep up the good work. All the doctors / nurses and staff members are excellent, with respect and courtesy.
- Run more on time!
- - Noise in the waiting area.
- Approach from reception.
- Clinician is fabulous.
- I can't see how any improvements are required. All areas of my visit were at an excellent level.
- I can't think of anything they need to improve.
- Can't think of any way to improve. The service I've received is always excellent.
- I have been a patient of a certain doctor for many years. I could not speak any higher of him. Feel blessed to be able to have an excellent doctor who has his patient's best interest as his main priority.
- I am satisfied.
- Always helpful, friendly staff. Can't fault the practice.
- I am very happy with all aspects of my treatment, especially a particular doctor!
- The clinic is very well organised and managed.
I have been this doctor's patient for many, many years and he is a great professional and I would class this doctor as a friend.
- No comment as very, very pleased all round.
- I think this practice is one of the better ones around.
A particular doctor's availability only on a certain day though is very limiting.

Supporting documents

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 = 75

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Non rated responses
Number of ratings	0	0	2	15	58	0
Value assigned to each rating	0	25	50	75	100	n/a

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{total number of responses} - \text{number of Non rated responses})} = \frac{(0 \times 0) + (0 \times 25) + (2 \times 50) + (15 \times 75) + (58 \times 100)}{(75 - 0)} = \frac{7025}{75}$$

Your score for Q1 = 94%

Explanation of quartiles

In statistics a quartile is any one of the three values that divide data into four equal parts, each part represents $\frac{1}{4}$ 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	94	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.

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 to the clinician is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	The warmth of the consultation with 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 ↶





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?

**Sample only
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: <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
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Your background: (please answer each of the four questions below) 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 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	Do you hold a Concession or Healthcare Card? <input type="checkbox"/> Yes <input type="checkbox"/> No
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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 the Survey

Introduction

Although understandable, given workload pressures on general practices, it would be a missed opportunity to view the patient survey as a tick box exercise and one that represents the total patient involvement in the practice. Greater patient engagement in healthcare means having an ongoing relationship and dialogue with patients and welcoming patients as partners in making improvements to services.

Involving patients, via systematic feedback and further discussions, can lead to tangible differences in the quality of the health care experience. Such differences could give you a competitive advantage, as well as within the context of the wider primary care 'market place'.

Using the survey to improve patient relations

It is recommended that the practice provides feedback to the people who found the time to give their opinions about the service (Criterion QI 1.2 indicator C).

There are a variety of ways in which the results of the patient survey can be shared with patients. These include:

- Producing simple posters for displaying in the practice.
- Producing a single sheet of A4 summarising the results and placing it on the notice board.
- Publication of an 'easy to read' one-off newsletter available in the practice for patients to take away. This would include 'headline findings' and could act as an invitation for anyone wishing to work with the practice to implement any changes resulting from the survey.
- Publication of the results of the survey on your website, if you have one. This can also have provision to ask for further feedback and ideas about changes.
- A one-off meeting to explain the findings to an invited group of patients.
- Setting up a group, including practice staff and patients, to discuss the results and agree methods of communicating results to other patients. This 'critical friends group' could develop an ongoing action plan to implement changes.

Using the survey to improve your own practice

Just doing the survey does not in itself bring about future improvement in scores. Rather, such improvement occurs only when there is a concerted effort by practice staff to put into action strategies which are targeted at specific areas in need of change.

The survey can act as a baseline measurement, which in subsequent years can be used to show whether improvements have been made.

Using the survey to develop services

Comments received in response to the survey - and possibly followed up with a 'critical friends group' - may give you ideas for new services that you may wish to provide.

Action Plan

The following questions are designed to help the practice staff reflect on the results of the patient survey, and to think about things they may do differently as part of continuous quality improvement.

Don't rush to conclusions or actions. A dedicated team meeting is a good way to provide all staff with an opportunity to reflect on the results, and discuss findings that are particularly interesting or confirm things you suspected.

We would encourage you to develop a clear action plan by responding to the questions below.

Look at your mean percentage score for each question (found on page 2), your domain scores (found on page 4), and compare your scores to the national benchmarks.

In addition, review your written patient comments.

1. Which are the areas where the practice is performing strongly? Are you pleased with these 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.		

3a. Did the practice staff discuss the results of the survey?

YES NO

b. If YES, how and when was this done?

c. If YES, who was involved? (roles of people, not names)

4a. Did the practice provide information to patients based on the results of the survey?

YES NO

b. If YES, how was this done?

5a. 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

b. Please comment

6a. Please rate your overall experience of carrying out this survey

Poor

Fair

Good

Very Good

Excellent

b. Please comment on both positive aspects and areas you feel could be improved

Certificate of Completion

This is to certify that

Ogam Medical

740 Chapel Street
South Yarra VIC 3141

has completed the

Patient Feedback Survey

on 13 January 2020

conducted by

CFEP Surveys



Assoc. Professor Michael Greco



Julie McGovern



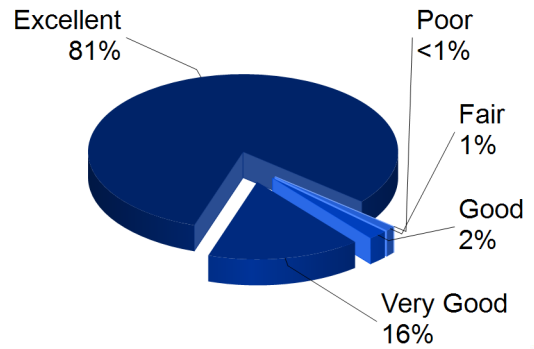
We listened to you...and we are improving patient care

At Ogam Medical 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.	

99%

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



Thank you for your participation in this survey

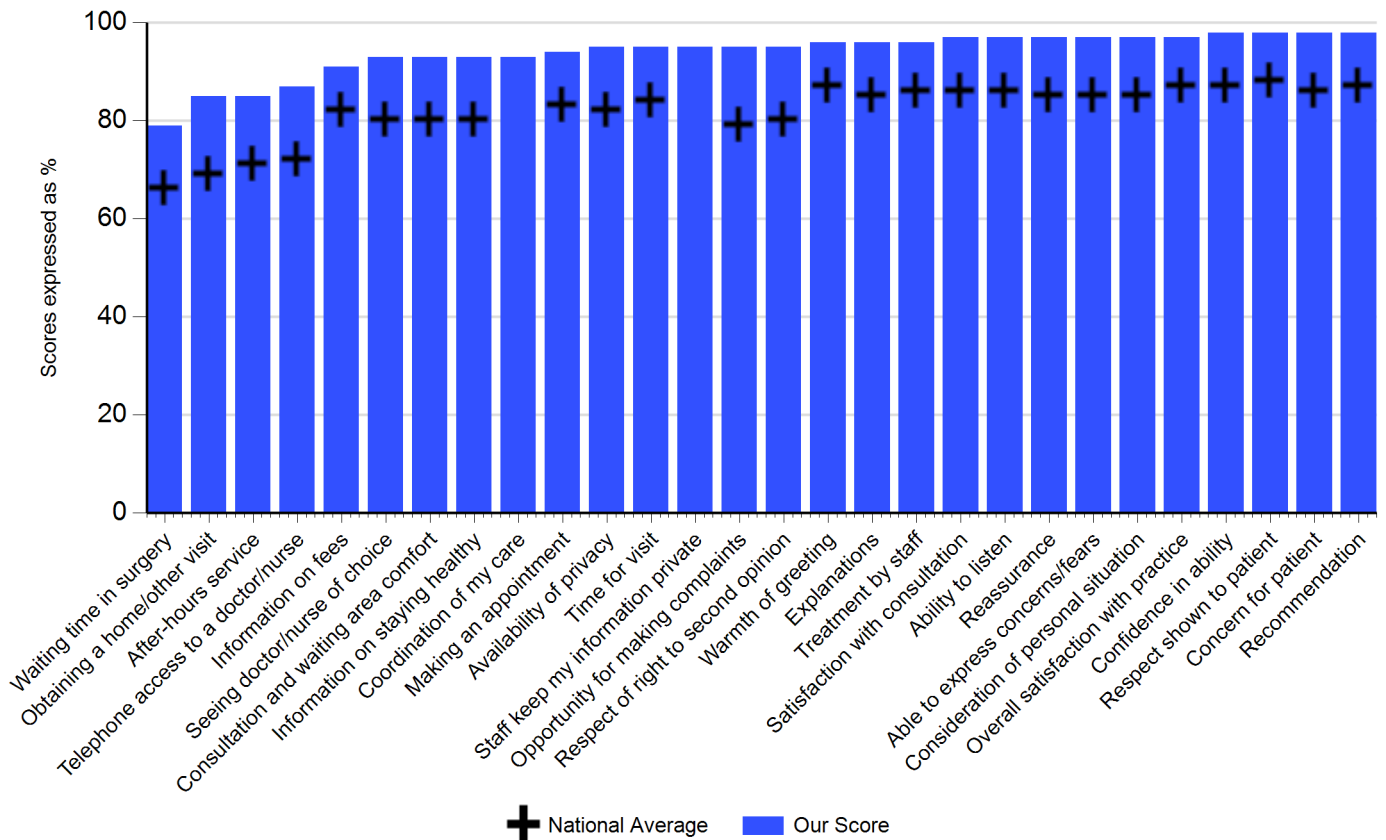
Patient Experience Survey Results 2020

Ogam Medical



"Striving towards excellence"

Overall scores



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



The pie chart percentages may not add up to 100% and the good, very good and excellent sections may not equal the total value shown due to rounding.