



## ThriveGP Survey 2023

This survey was conducted by asking patients seated in the waiting room to fill out this document anonymously. Please note that we advised patients that if they did not feel comfortable to answer any or some questions that it is not mandatory. As a practice we prioritize making sure that patients have a relaxing and comfortable experience in the waiting room.

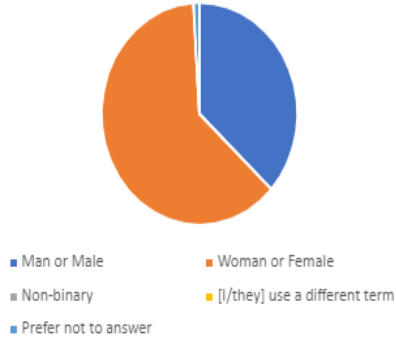
This survey brought to light not only issues but the successes within the practice. These successes should be continued whilst also working on improving areas where patients have highlighted.

This survey was provided by the RACGP and was obtained from their "Tool Kit". This approved survey highlights the overarching areas of the practice. For future research we aim to evaluate the isolated areas of the practice, such as individuals receiving Health Assessments, as a means of Quality Improvement.

Ethically, this survey was anonymous in an uncontrolled environment with no pressure to complete it. Consent was given verbally, and information about the survey was provided on the first page as well as through our admin staff. There were no identified risks, as the questions were deemed to not cause distress. Therefore, beneficence was identified quite easily. Our staff were directly informed that integrity should be maintained by being entirely truthful for the purpose of this survey. By understanding what this survey results may mean and the impact it could have on individuals and community, our practice can grow and benefit. This data should only be shared in a way that maintains anonymity of the patients. Throughout the entirety of this process our staff have maintained privacy for the people involved by keeping the identity of individuals anonymous, including not looking at answers when handed back.

## Demographics

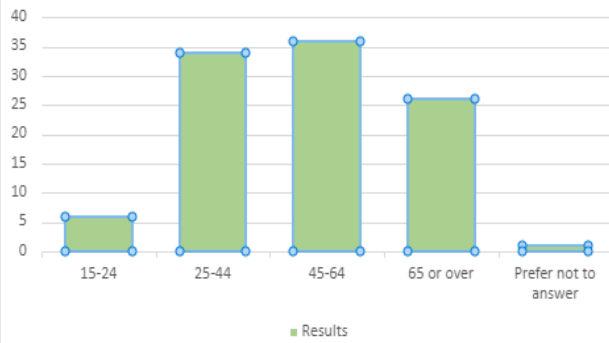
How would you describe your gender



Have you been to another general practice in the last year?



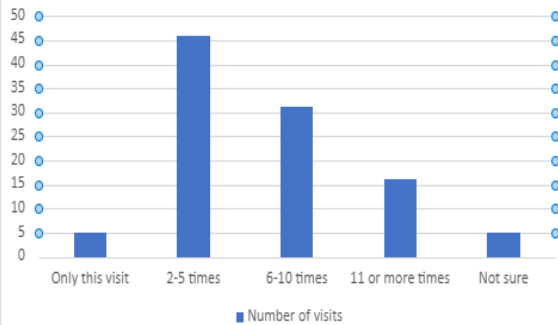
How old are you?



How long have you been coming to this practice?



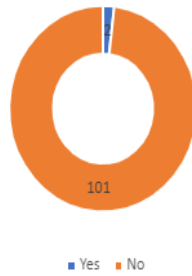
How many times have you visited the practice in the last 12 months?



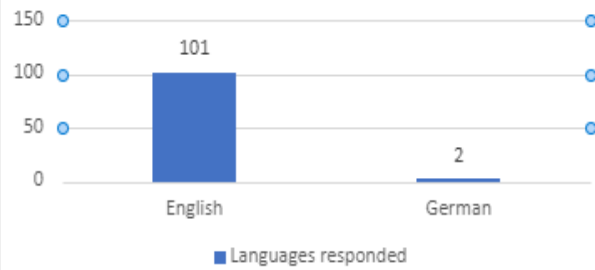
Was this visit for yourself or someone you are caring for?



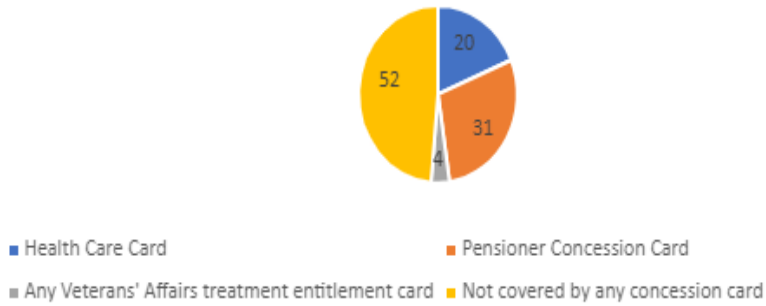
Do you consider yourself to be of Aboriginal and/or Torres Strait Islander



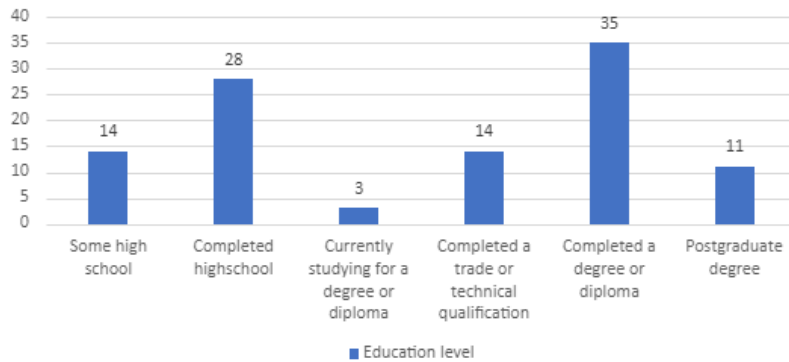
Which languages do you speak at home?



Do you have any of these concession cards?

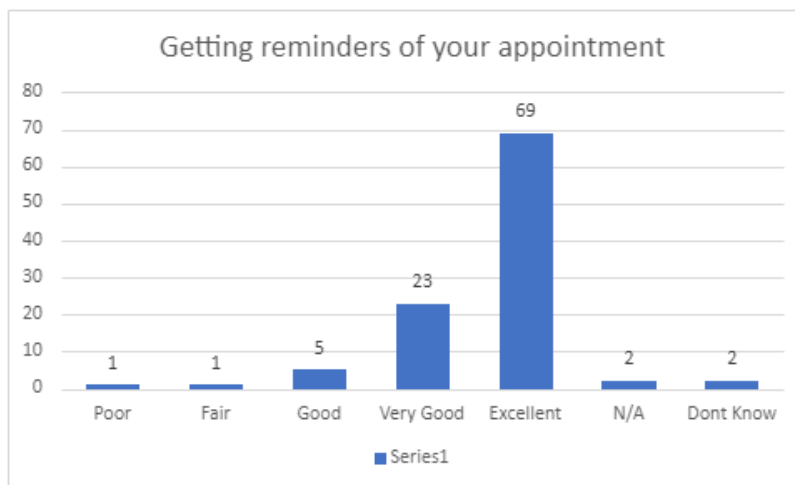
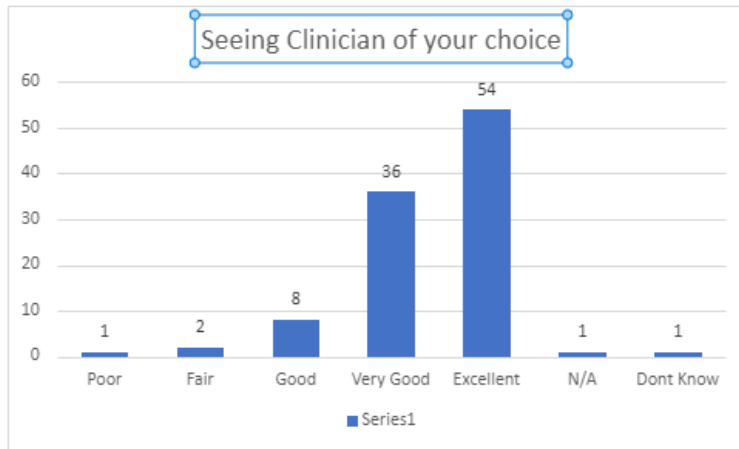


What is your highest level of education you have reached



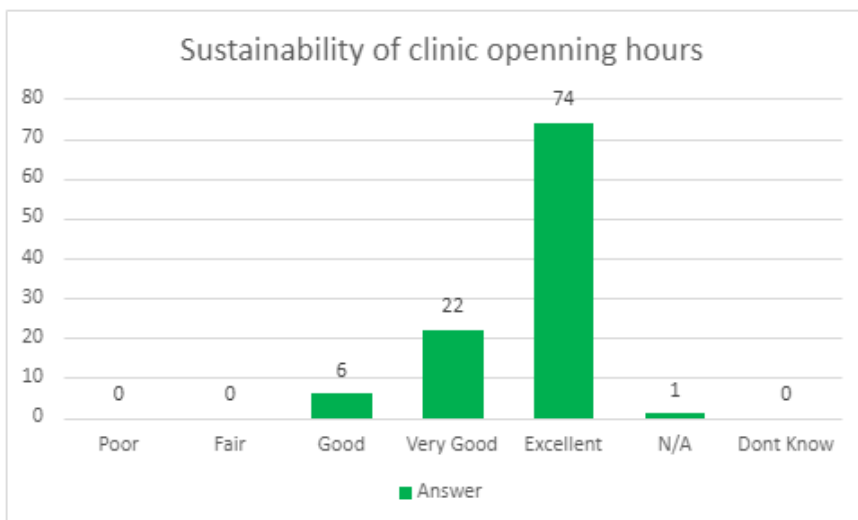
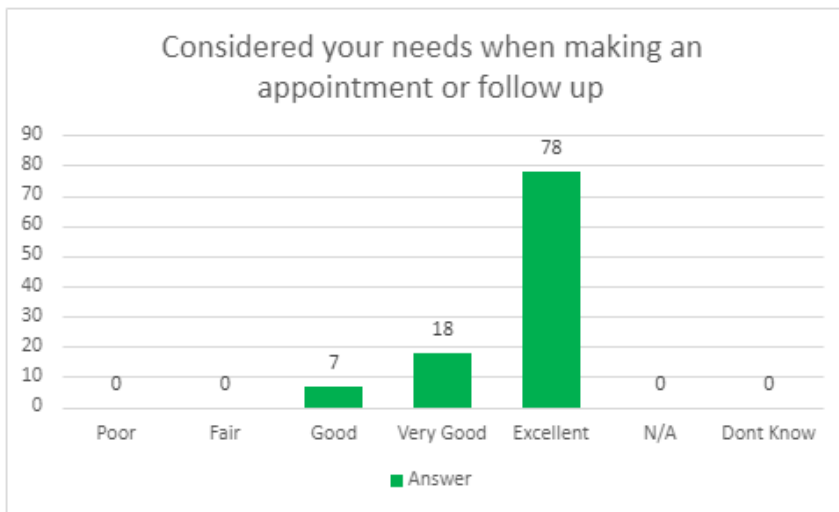
## Access and availability

Q1 Making an appointment and waiting to see a clinician at your last visit



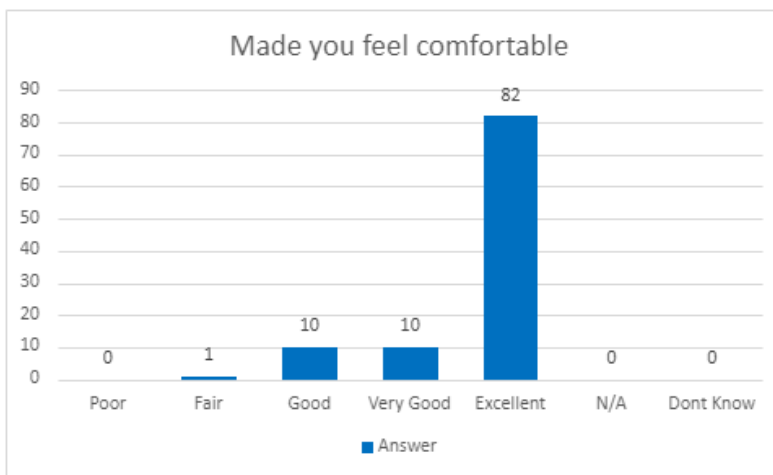
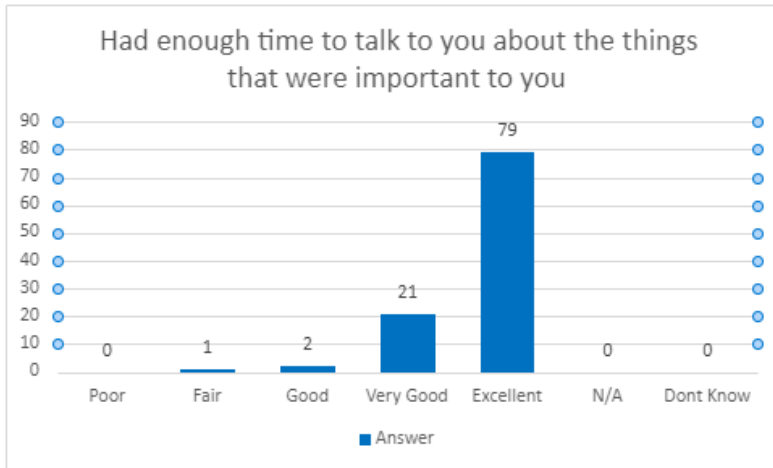
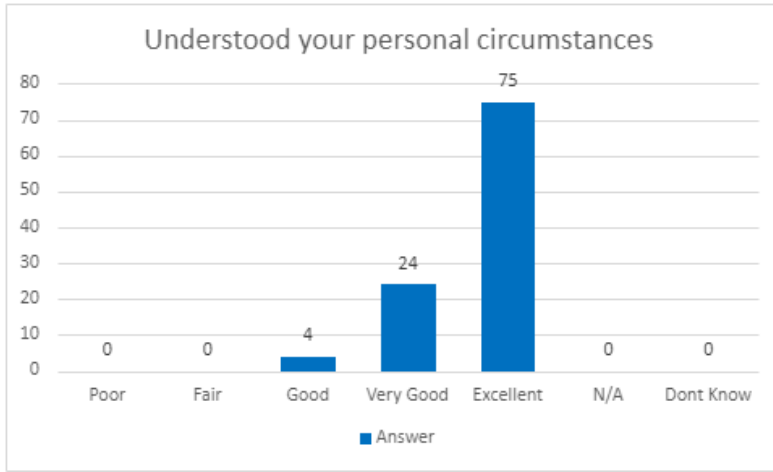
## Communication and interpersonal skills of administrative staff

Q2. Your experience with reception staff at your last visit?

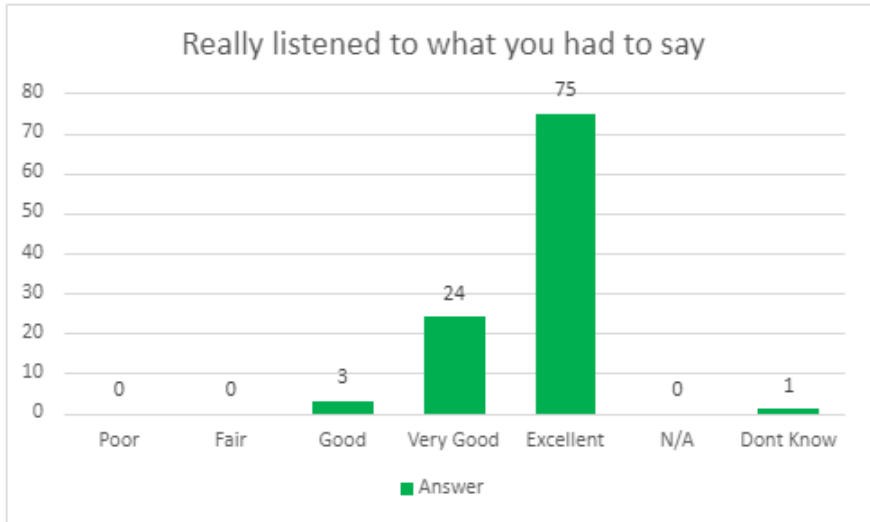
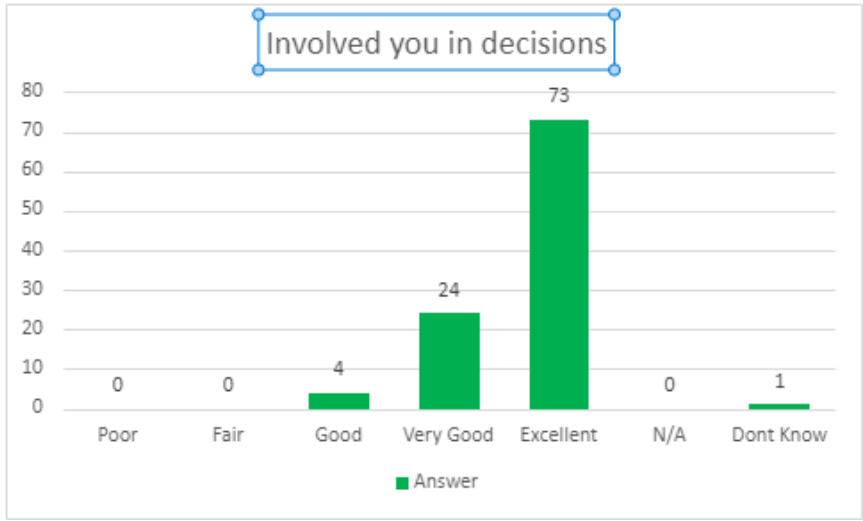
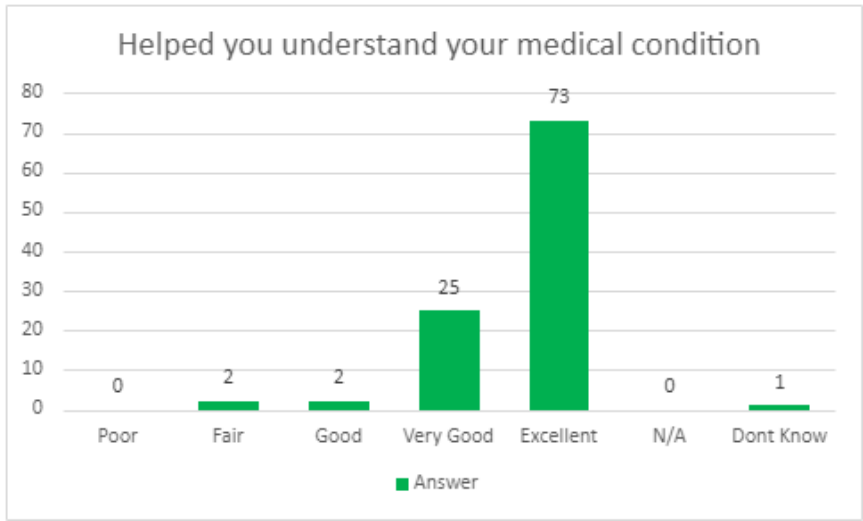


## Communication and interpersonal skills of clinical staff

Q3 Your experience of the interpersonal skills of the clinician at your last visit

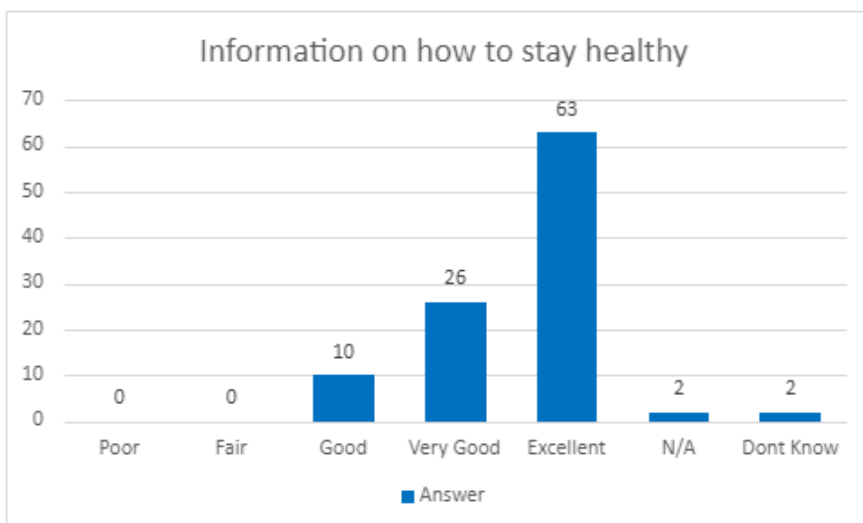
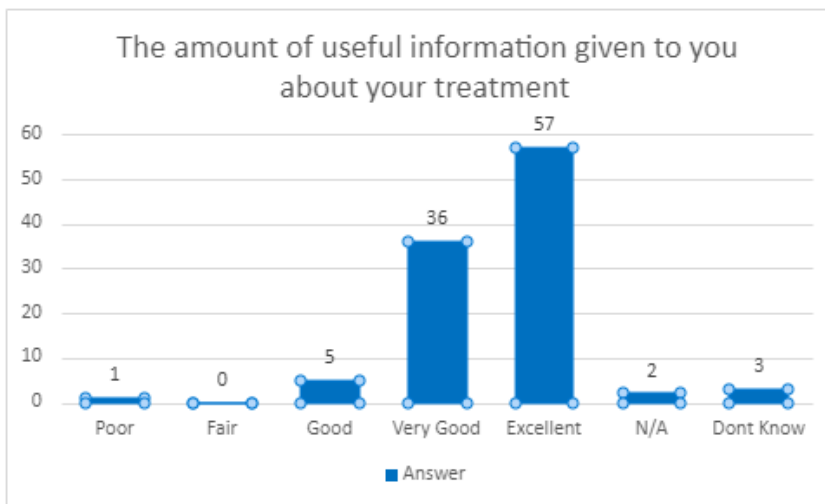
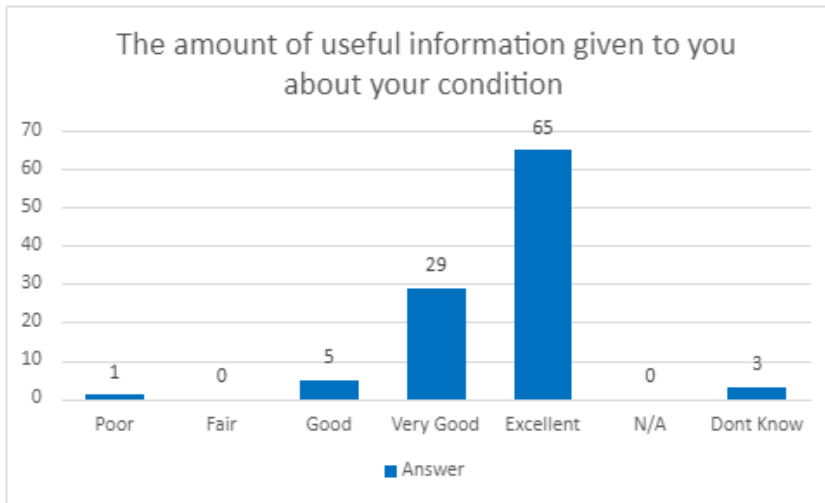


Q4 Your experience of the way clinicians communicated with you at your last visit



## Provision of information

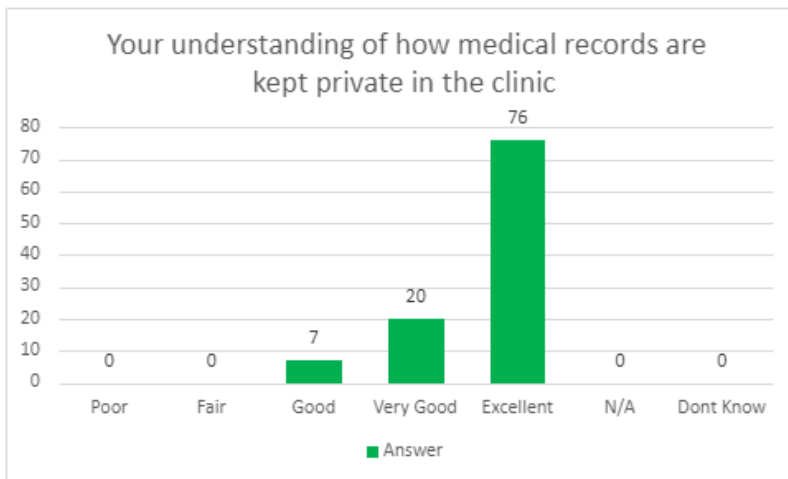
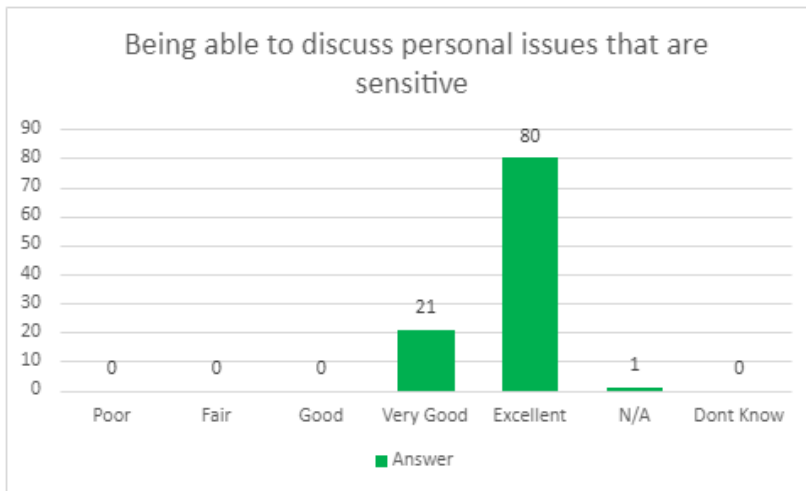
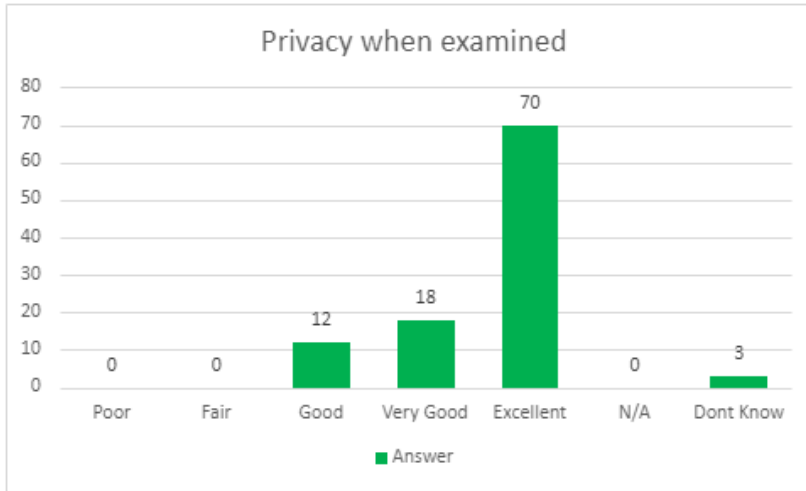
Q5 Your experience of the information given to you by clinicians at your last visit





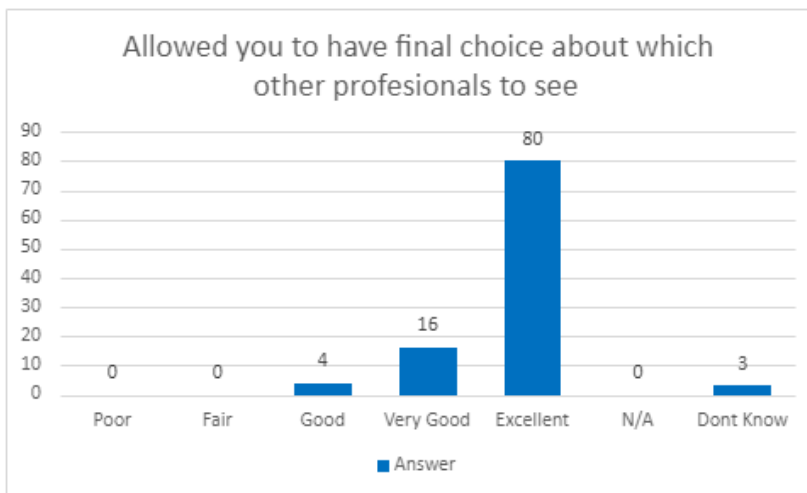
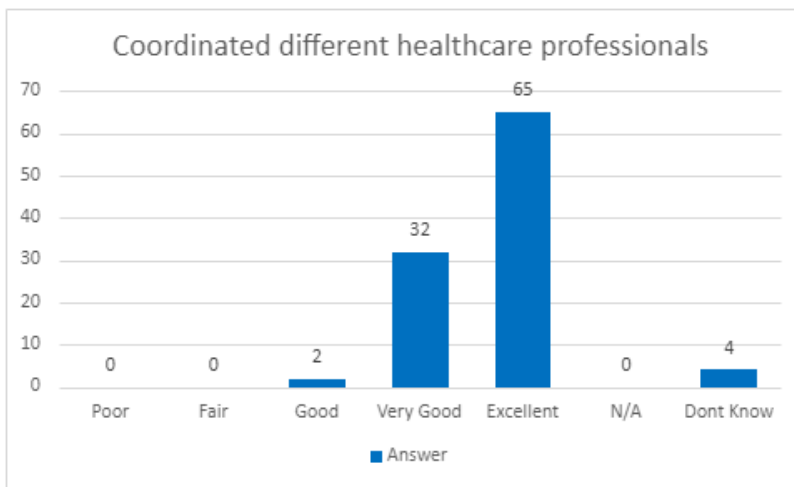
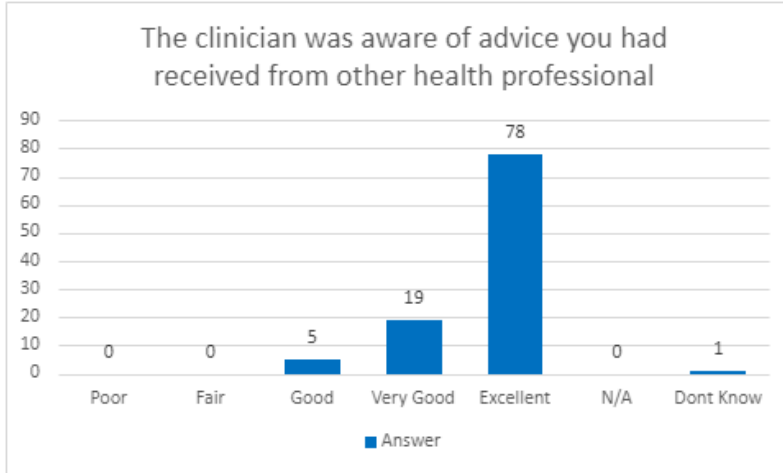
## Privacy and confidentiality

Q 6 Your experience of privacy at your last visit



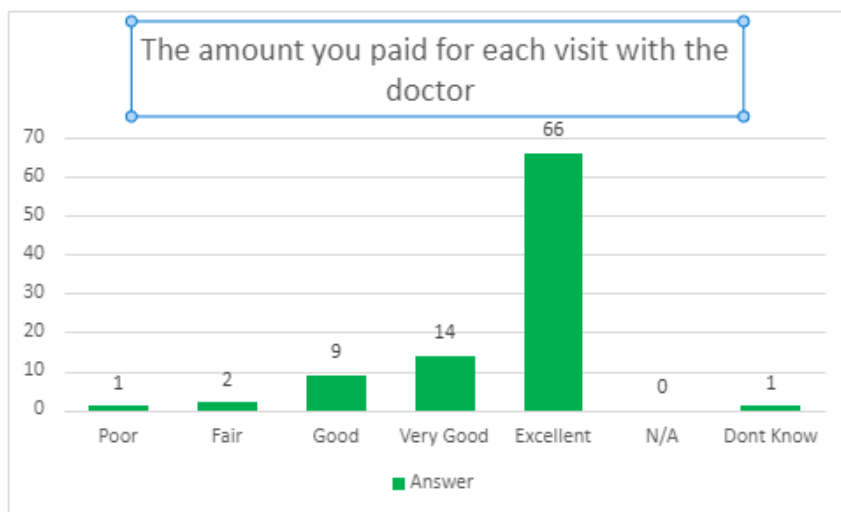
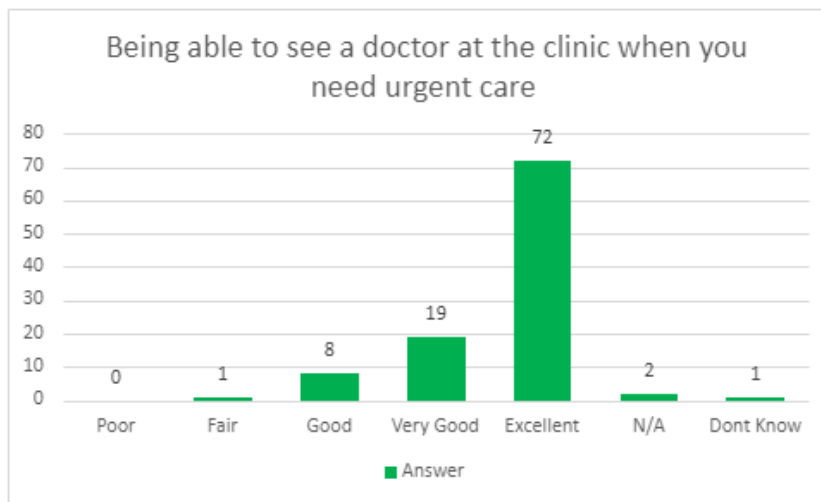
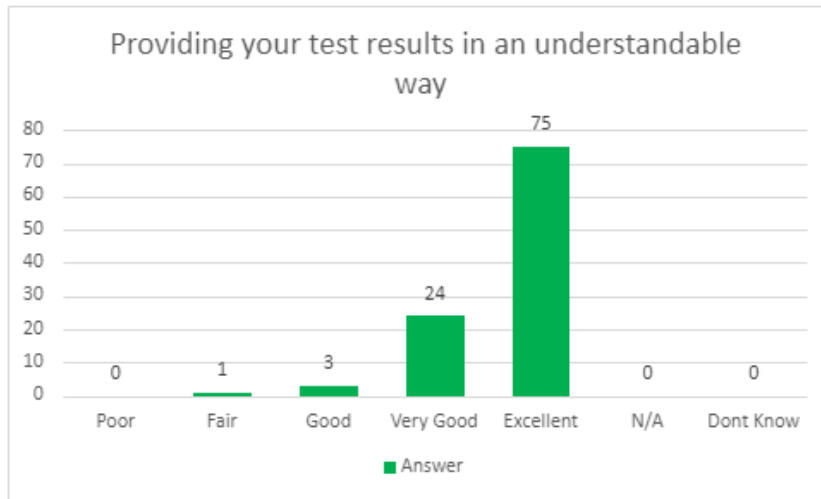
## Continuity of care

Q7 Your experience of the way your clinician worked with other healthcare professionals at your last visit



## Experience over the last year

Q8 Thinking about your experience with the general practice over the past year



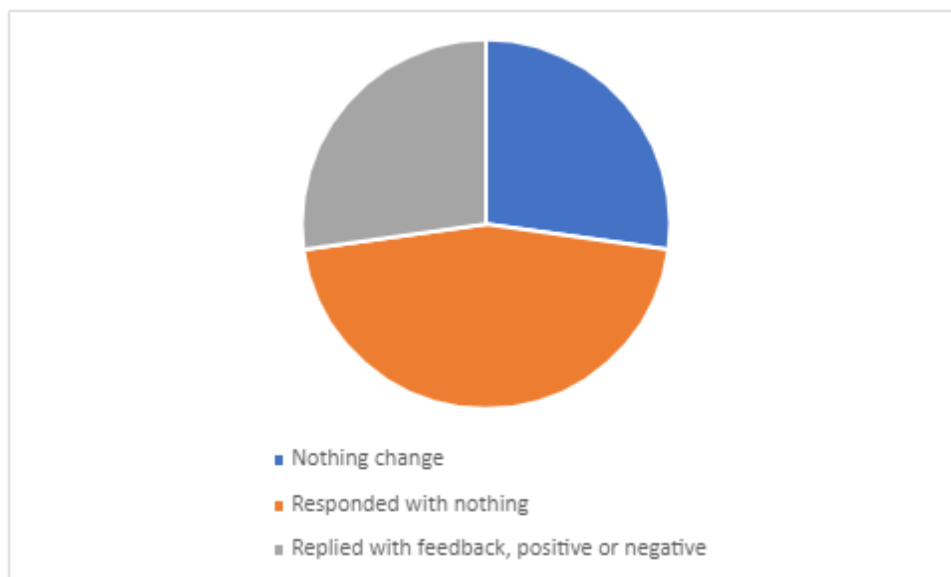
## Open Ended Questions

Q9 If you could change one thing about this practice, what would you change?

Overall, the feedback from patients in question 9 was positive (see fig 1). There were several remarks made that were sarcastic or unachievable. A few examples are “Clone Lisa (Dr Opie)”, or “Move the practice closer to home”. Though these are quite unachievable examples it provides an insight into patients' view of the doctors. These responses have been added to related topics such as availability of doctors and patient wellbeing within a rural area.

Patient Feedback	Action taken
“More understanding re: women's health, Perimenopause, menopause and it's varieties”	This response we saw to be incredibly significant as at Thrive we expect that all patients would receive the highest care. This has been brought up with clinical staff. Education will be implemented in the new year, focusing on women's health
“Different music”, “Music too loud”	There were several comments about the loudness of the music, this is something we have been actively working on in the last few weeks. A new consultation room is being used in which is closer than other rooms to the waiting room. Providing privacy to the patients in this room is essential. However, patients in the waiting room need to be accommodated as well. New policy such as only one person (practice manager or lead admin) to be connected at any given point.
“No masks”	This feedback was given whilst we required masks to be worn. This policy has been changed, not directly due to patient feedback. However, it did play a role in the removal of the mask policy.
“A male doctor”	Whilst when this survey was filled there were 2 male doctors, they are only available for limited times each. Since the completion of this survey the practice has since welcomed a male doctor who is fulltime. We hope this accommodates people who feel more comfortable with a male doctor.
“Having to pay”	Thrive GP is a private billing practice, and according to RACGP guidelines we have appropriate signage advising this as well. Our admin team informs every patient that there will be a charge. ThriveGP understands that this is not ideal for everyone and where appropriate Bulk billing can be given, but this is with the Doctors' discretion.
“How the desks are arranged in the rooms for more of ease of access”	We have never received this feedback before, and we feel it is important to act on this fast. In our next Staff meeting, we hope to discuss with the clinical team any feedback they received regarding desk arrangement. It is our responsibility to attempt to make arrangements that best suit all patients.
“Availability of doctors”,	Thrive has recently employed another doctor, meaning our practice now employs 3 full-time doctors and 2 nurses. We hope that with this extra doctor a patient's preferred doctors will become more available.

“Being able to get the kids in when really important instead of being sent to the hospital”	This is a situation that we see quite often within our practice. Our protocol insists that sick children be triaged by a nurse. This nurse will then make appropriate choices based on medication and equipment we have available. We understand that this situation is stressful for any parent. The action we have taken is to ensure that all staff effectively communicate with patients/carers about why this is the best option.
“Text reminders”	We do offer this service through our Patient engagement platform HotDocs. However, we are in the process of creating a new document to hand out to patients to educate them on this platform. Hopefully better engaging them”
“Opening hours to Saturday, even ½ a day”	We have brought this suggestion to clinical and admin staff attention to discuss in future.
“Being locked out”	We believe this patient is talking about the front door being locked. This was implemented through the COVID-19 pandemic as a means of stopping overcrowding and infection. We have brought this to the attention of clinical staff but do not intend to alter this policy at this stage.



(Fig 1)

Action taken for the entirety of the report:

By looking at the overwhelming positive feedback we’ve received, we have had to establish a critical perspective of these results. Though every question had a mode of excellent, we need to look at the distribution of the answers, and further consider the areas where some patients had concerns.

For this table we have established any questions scoring below 70/103 excellent answers. The numbers indicated in the table are the number of excellent answers.

Question	Action taken
----------	--------------

Ease of Parking (51)	There is no immediate indication as to why this score is lower than the average. As a team we aim to investigate and acquire more patient feedback.
Getting reminders for your appointment (69)	We have endeavored to create a new document that will assist patients with our HotDocs appointment assistant
Seeing clinician of your choice (54)	We are improving in asking patients their preferred doctor; as a new doctor is added, we hope to accommodate people.
The amount of useful information given to you about your condition (65)	Our clinical staff have been notified and will discuss this further in the next clinical meeting.
The amount of useful information given to you about your treatment (57)	Our clinical staff have been notified and will investigate this further in the next clinical meeting.
Information on how to stay healthy (63)	Our clinical staff have been notified and will investigate this further in the next clinical meeting.
Coordinated different healthcare professionals (65)	Our clinical staff have been notified and will investigate this further in the next clinical meeting.