

## Responses Overview Active

Responses

135



Average Time

06:37



Duration

138 Days



1. How do you describe your gender?

|                                |    |
|--------------------------------|----|
| Woman or Female                | 92 |
| Man or Male                    | 42 |
| Non-binary                     | 0  |
| Prefer not to say              | 1  |
| Different Term? Please specify | 0  |



2. Please specify

0  
Responses

0 responses submitted



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

|     |     |
|-----|-----|
| Yes | 21  |
| No  | 114 |



4. What is your age?

|                   |    |
|-------------------|----|
| 15-24 years       | 6  |
| 25-44 years       | 22 |
| 45-64 years       | 39 |
| 65 years or over  | 68 |
| Don't wish to say | 0  |



5. How long have you been coming to this practice?

|                    |    |
|--------------------|----|
| ● Less than 1 year | 11 |
| ● 1-2 years        | 38 |
| ● 3 years or more  | 82 |
| ● Not sure         | 4  |



6. How many times have you visited this practice over the past 12 months?

|                   |    |
|-------------------|----|
| ● Only this visit | 2  |
| ● 2-5             | 73 |
| ● 6-10            | 35 |
| ● 11 or more      | 20 |
| ● Not sure        | 5  |



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

|                |     |
|----------------|-----|
| ● Self         | 124 |
| ● Someone else | 11  |



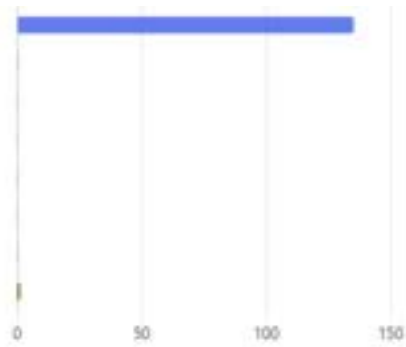
8. Do you consider yourself to be Aboriginal and/or Torres Strait Islander descent?

|       |     |
|-------|-----|
| ● Yes | 6   |
| ● No  | 129 |



9. Which languages do you speak at home?

|            |     |
|------------|-----|
| English    | 135 |
| Arabic     | 0   |
| Cantonese  | 0   |
| Mandarin   | 0   |
| Vietnamese | 0   |
| Hindi      | 0   |
| Greek      | 0   |
| Other      | 1   |



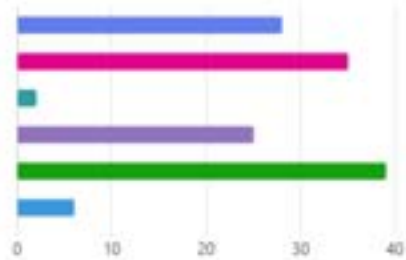
10. Do you have any of these concession card?

|  |    |
|--|----|
| Health Care Card                                 | 18 |
| Pensioner Concession Card                        | 48 |
| Any Veteran's Affairs treatment entitlement card | 3  |
| Not covered by any concession card               | 66 |



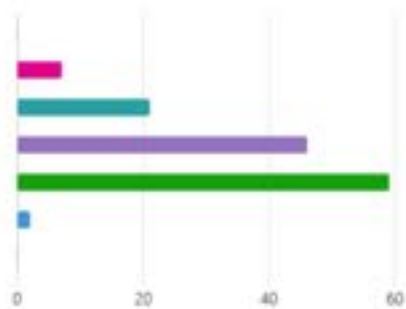
11. What is the highest level of education you have reached?

|  |    |
|--|----|
| Some high school                             | 28 |
| Completed high school                        | 35 |
| Currently studying for a degree or diploma   | 2  |
| Completed a trade or technical qualification | 25 |
| Completed a degree or diploma                | 39 |
| Postgraduate degree                          | 6  |



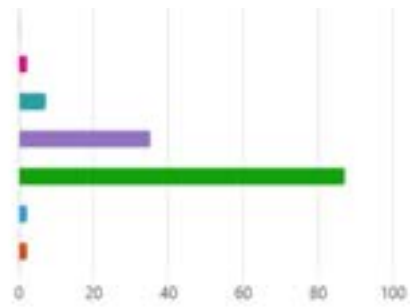
12. Rate your experience on - The time you had to wait after you arrived at the clinic

|            |    |
|------------|----|
| Poor       | 0  |
| Fair       | 7  |
| Good       | 21 |
| Very Good  | 46 |
| Excellent  | 59 |
| N/A        | 2  |
| Don't Know | 0  |



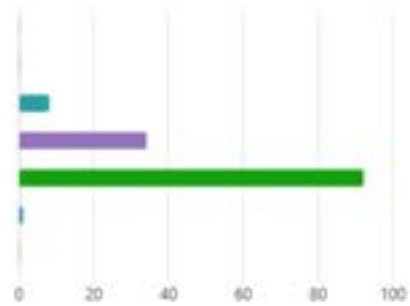
13. Rate your experience on - Getting reminders for your appointment

|            |    |
|------------|----|
| Poor       | 0  |
| Fair       | 2  |
| Good       | 7  |
| Very Good  | 35 |
| Excellent  | 87 |
| N/A        | 2  |
| Don't Know | 2  |



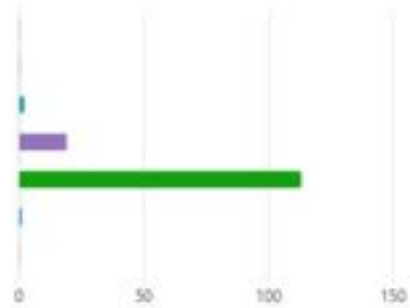
14. Rate your experience on - The comfort of the waiting room

|            |    |
|------------|----|
| Poor       | 0  |
| Fair       | 0  |
| Good       | 8  |
| Very Good  | 34 |
| Excellent  | 92 |
| N/A        | 1  |
| Don't Know | 0  |



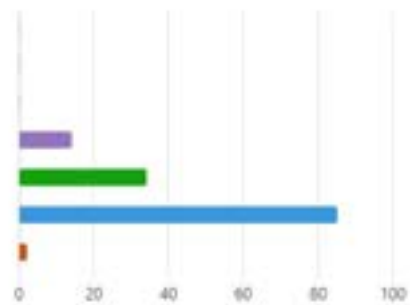
15. At your last visit reception staff - Were professional in dealing with you.

|            |     |
|------------|-----|
| Poor       | 0   |
| Fair       | 0   |
| Good       | 2   |
| Very Good  | 19  |
| Excellent  | 113 |
| N/A        | 1   |
| Don't Know | 0   |



16. At your last visit reception staff - Catered for children.

|            |    |
|------------|----|
| Poor       | 0  |
| Fair       | 0  |
| Good       | 0  |
| Very Good  | 14 |
| Excellent  | 34 |
| N/A        | 85 |
| Don't Know | 2  |



17. Do you have any comments you would like to make about your experience with reception staff at your last visit?

45  
Responses

Latest Responses

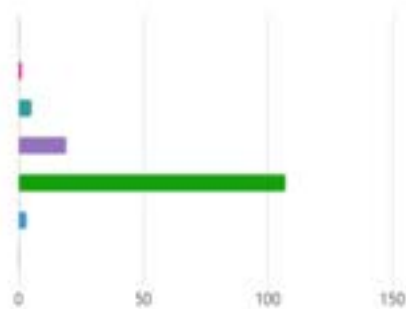
"all reception staff are very professional and they are very kind and caring"  
 "All the reception staff are always friendly and caring couldn't wish for anything else"  
 ...

15 respondents (33%) answered Friendly for this question.

welcoming on arrival    staff are very professional    truly care    staff are always friendly  
 warm and welcoming    welcoming    kind    Reception staff    **Friendly**    helpful    courteous    customer care  
 Staff are amazing    professional    polite    happy    friendly    welcome  
 staff are always wonderful

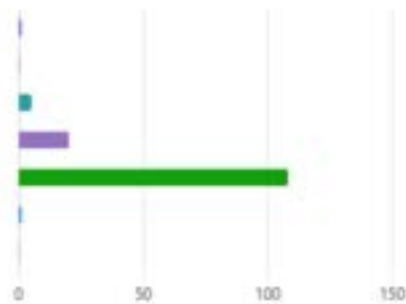
18. At your last visit, the clinician - Treated you with respect.

|            |     |
|------------|-----|
| Poor       | 0   |
| Fair       | 1   |
| Good       | 5   |
| Very Good  | 19  |
| Excellent  | 107 |
| N/A        | 3   |
| Don't Know | 0   |



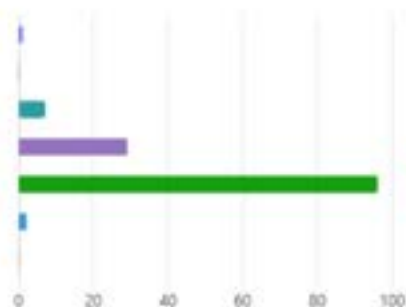
19. At your last visit, the clinician - Made you feel comfortable.

|            |     |
|------------|-----|
| Poor       | 1   |
| Fair       | 0   |
| Good       | 5   |
| Very Good  | 20  |
| Excellent  | 108 |
| N/A        | 1   |
| Don't Know | 0   |



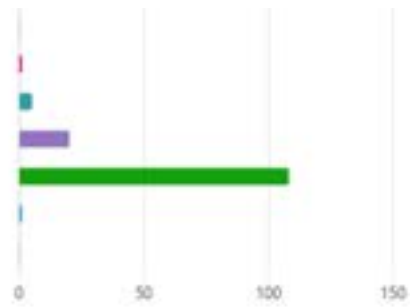
20. At your last visit, the clinician - Told you all you wanted to know about your condition.

|            |    |
|------------|----|
| Poor       | 1  |
| Fair       | 0  |
| Good       | 7  |
| Very Good  | 29 |
| Excellent  | 96 |
| N/A        | 2  |
| Don't Know | 0  |



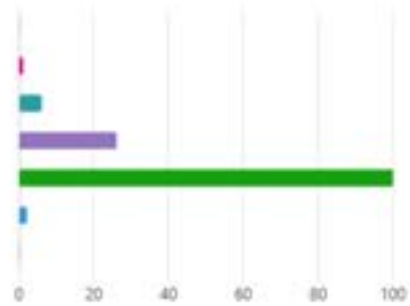
21. At your last visit, the clinician - The clinician had enough time to listen to what you had to say.

|            |     |
|------------|-----|
| Poor       | 0   |
| Fair       | 1   |
| Good       | 5   |
| Very Good  | 20  |
| Excellent  | 108 |
| N/A        | 1   |
| Don't Know | 0   |



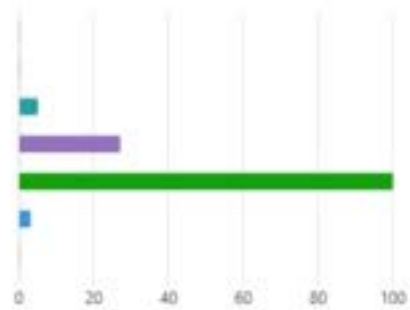
22. At your last visit, the clinician - Helped you understand your medical condition.

|            |     |
|------------|-----|
| Poor       | 0   |
| Fair       | 1   |
| Good       | 6   |
| Very Good  | 26  |
| Excellent  | 100 |
| N/A        | 2   |
| Don't Know | 0   |



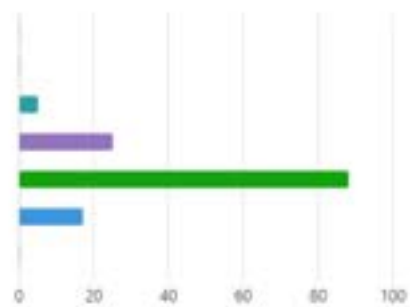
23. At your last visit, the clinician - Involved you in decisions.

|            |     |
|------------|-----|
| Poor       | 0   |
| Fair       | 0   |
| Good       | 5   |
| Very Good  | 27  |
| Excellent  | 100 |
| N/A        | 3   |
| Don't Know | 0   |



24. At your last visit, the clinician - Guided you on how to take medicines correctly.

|            |    |
|------------|----|
| Poor       | 0  |
| Fair       | 0  |
| Good       | 5  |
| Very Good  | 25 |
| Excellent  | 88 |
| N/A        | 17 |
| Don't Know | 0  |



25. Do you have any comments you would like to make about the clinicians from your last visit?

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Responses

Latest Responses

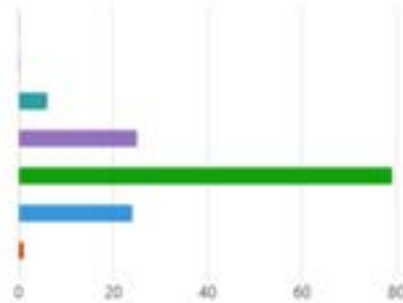
...

4 respondents (14%) answered Dr for this question.



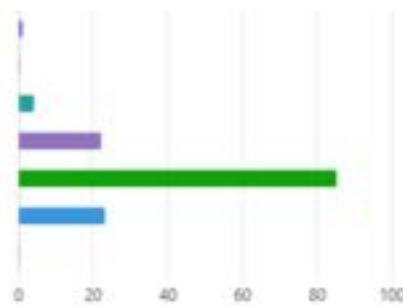
26. From your last visit, your clinician gave - information about how to take your medicines.

|            |    |
|------------|----|
| Poor       | 0  |
| Fair       | 0  |
| Good       | 6  |
| Very Good  | 25 |
| Excellent  | 79 |
| N/A        | 24 |
| Don't Know | 1  |



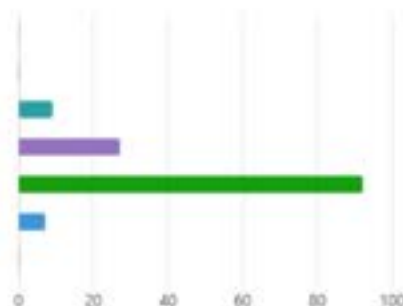
27. From your last visit, your clinician gave - information about side effects of any treatment.

|            |    |
|------------|----|
| Poor       | 1  |
| Fair       | 0  |
| Good       | 4  |
| Very Good  | 22 |
| Excellent  | 85 |
| N/A        | 23 |
| Don't Know | 0  |



28. From your last visit, your clinician gave - information about how to prevent future health problems.

|            |    |
|------------|----|
| Poor       | 0  |
| Fair       | 0  |
| Good       | 9  |
| Very Good  | 27 |
| Excellent  | 92 |
| N/A        | 7  |
| Don't Know | 0  |



29. Do you have any comments you would like to make about the information given to you by clinicians at your last visit?

19  
Responses

Latest Responses

"I find my clinicians to be very kind and caring. I couldn't wish for a better clinician."

"The best clinicians I ever been to, I am so happy"

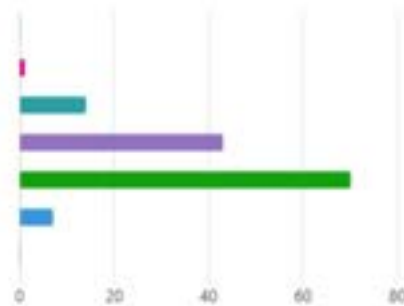
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2 respondents (11%) answered clinicians for this question.



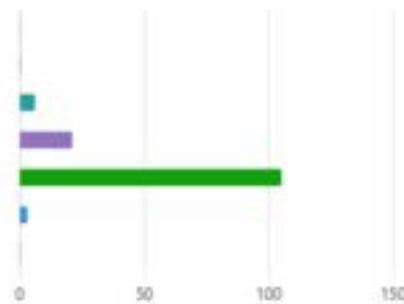
30. At your last visit, you felt you had - Privacy in the waiting area.

|            |    |
|------------|----|
| Poor       | 0  |
| Fair       | 1  |
| Good       | 14 |
| Very Good  | 43 |
| Excellent  | 70 |
| N/A        | 7  |
| Don't Know | 0  |



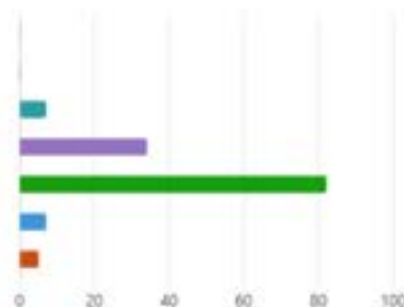
31. At your last visit, you felt you had - Privacy when you were examined.

|            |     |
|------------|-----|
| Poor       | 0   |
| Fair       | 0   |
| Good       | 6   |
| Very Good  | 21  |
| Excellent  | 105 |
| N/A        | 3   |
| Don't Know | 0   |



32. At your last visit, Your understanding on how medical records are kept private in the clinic was.

|            |    |
|------------|----|
| Poor       | 0  |
| Fair       | 0  |
| Good       | 7  |
| Very Good  | 34 |
| Excellent  | 82 |
| N/A        | 7  |
| Don't Know | 5  |



33. Do you have any comments you would like to make regarding privacy at your last visit?

15  
Responses

Latest Responses

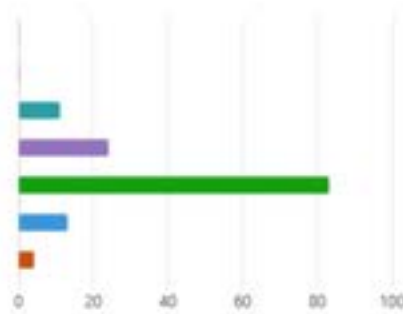
...

6 respondents (40%) answered good for this question.



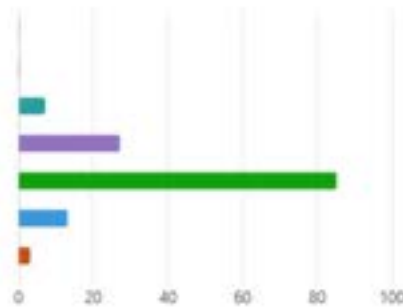
34. At your last visit, your clinician worked with other healthcare professionals and - Knew your medical history at the clinic.

|            |    |
|------------|----|
| Poor       | 0  |
| Fair       | 0  |
| Good       | 11 |
| Very Good  | 24 |
| Excellent  | 83 |
| N/A        | 13 |
| Don't Know | 4  |



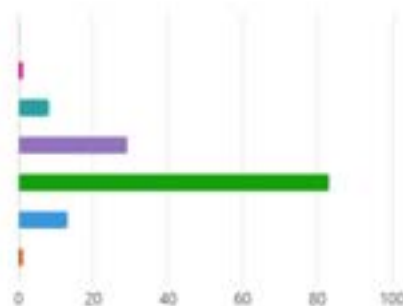
35. At your last visit, your clinician worked with other healthcare professionals and - The clinician was aware of advice you had received from other health professionals.

|            |    |
|------------|----|
| Poor       | 0  |
| Fair       | 0  |
| Good       | 7  |
| Very Good  | 27 |
| Excellent  | 85 |
| N/A        | 13 |
| Don't Know | 3  |



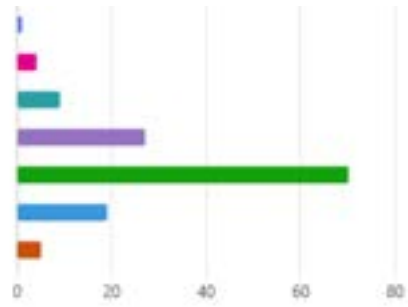
36. Over the past year, rate your experience - Being able to see a doctor at the clinic when you needed urgent care.

|            |    |
|------------|----|
| Poor       | 0  |
| Fair       | 1  |
| Good       | 8  |
| Very Good  | 29 |
| Excellent  | 83 |
| N/A        | 13 |
| Don't Know | 1  |



37. Over the past year, rate your experience - The amount you paid for each visit to the doctor.

|            |    |
|------------|----|
| Poor       | 1  |
| Fair       | 4  |
| Good       | 9  |
| Very Good  | 27 |
| Excellent  | 70 |
| N/A        | 19 |
| Don't Know | 5  |



38. Over the past year, rate your experience - Receiving your test results in an understandable way.

|            |    |
|------------|----|
| Poor       | 1  |
| Fair       | 0  |
| Good       | 6  |
| Very Good  | 24 |
| Excellent  | 99 |
| N/A        | 3  |
| Don't Know | 2  |

