

Results of our patient feedback thank you everyone who took the time to fill-in our questionnaire here are the results

Voice of the Patient



How likely would you be to recommend this practice to family and friends?

Detractors	Passives	Promoters	Net Promoters Score
6% (n=10)	28% (n=43)	66% (n=101)	59

Performance across six domains

Item	Livingstone Street Clinic	General Practice
Interpersonal skills of clinical staff	78%	77%
Privacy and confidentiality	77%	74%
Communication and interpersonal skills of admin staff	73%	79%
Provision of information	73%	70%
Continuity of care	66%	66%
Access and availability	40%	50%

Results of our patient feedback thank you everyone who took the time to fill-in our questionnaire here are the results

Highest performing items

Item	Livingstone Street Clinic	General Practice
I am confident my information will remain private and confidential	82%	76%
The practice is clean and tidy	79%	80%
The clinical team respected me	79%	79%
The clinical team paid attention to what I had to say	78%	75%
The clinical team were caring and concerned about me as a person	78%	76%
The physical aspects of the practice allow privacy and confidentiality	75%	75%
All my questions have been answered	75%	72%
The practice makes adequate provisions for my privacy	73%	72%
I received enough information	73%	70%
I am better able to make informed decisions about my health	71%	67%

% favourable - the proportion of patients delighted with your service, responding a 5 out of 5

Lowest performing items

Item	Livingstone Street Clinic	General Practice
Everything ran on time	25%	37%
I am able to see a doctor quickly when I need to	34%	47%
It is easy to make an appointment for a day and time that suits me	42%	52%

Results of our patient feedback thank you everyone who took the time to fill-in our questionnaire here are the results

From this we will implement the following suggestions for improvement

Everything ran on time

- Contact patients ahead of their appointment if there are particularly long wait times expected. If when making appointments for a particular doctor who runs behind ask patients to ring before coming in to see if their doctor is running to time
- Provide estimated waiting time to patients on arrival (we have been trying to do this but will give staff a refresher on our expectations)
- Consider procedures to explain delays to patients

I am able to see a doctor quickly when I need to

- We keep a few spare appointments for urgent requests each session. This is why staff may ask you the urgency of appointments and have to triage calls before using these allocated times.
- Communicate processes for handling urgent requests from patients

It is easy to make an appointment for a day and time that suits me

- We have online bookings so patients can see available times for each doctor
- We have a cancellation/waitlist notification system so cancelled appointments can be filled and more patients can be accommodated

We will advise staff to follow these procedures and will keep an eye on how we are going at accommodating our patients when they need to be seen.