












## Your Health Griffith Patient Survey Report November 2019

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








Getting an appointment for a time that suited you

Choices	Percentage	Count
<b>Very Good</b>	 28.72%	56
<b>Good</b>	 26.15%	51
<b>Excellent</b>	 22.05%	43
<b>Fair</b>	 14.87%	29
<b>Poor</b>	 8.21%	16
<b>Total</b>		<b>195</b>
<i>Unanswered</i>		<i>2</i>

The time you had to wait after arriving at the clinic







Choices	Percentage	Count
<b>Good</b>	 29.23%	57
<b>Fair</b>	 21.03%	41
<b>Very good</b>	 20.51%	40
<b>Poor</b>	 14.36%	28
<b>Excellent</b>	 13.85%	27
<b>Don't know</b>	 1.03%	2
<b>Total</b>		<b>195</b>
<i>Unanswered</i>		<i>2</i>

## Getting reminders for your appointment








Choices	Percentage	Count
Excellent	 62.56%	122
Very good	 22.05%	43
Good	 11.28%	22
N/A	 1.54%	3
Don't know	 1.54%	3
Fair	 0.51%	1
Poor	 0.51%	1
<b>Total</b>		<b>195</b>
<i>Unanswered</i>		<i>2</i>

## Your experience with reception staff at your last visit








Were welcoming upon arrival

Choices	Percentage	Count
Excellent	 55.90%	109
Very good	 29.23%	57
Good	 9.74%	19
Fair	 3.59%	7
Poor	 1.03%	2
N/A	 0.51%	1
<b>Total</b>		<b>195</b>
<i>Unanswered</i>		<i>2</i>

### Let you know about any delays when waiting

Choices	Percentage	Count
Excellent	 25.91%	50
Very good	 22.28%	43
Good	 20.21%	39
Poor	 14.51%	28
Fair	 9.33%	18
N/A	 6.22%	12
Don't know	 1.55%	3
<b>Total</b>		<b>193</b>
<i>Unanswered</i>		<i>4</i>

### Had good reading material

Choices	Percentage	Count
N/A	 22.16%	43
Very good	 17.53%	34
Don't know	 14.95%	29
Good	 13.40%	26
Fair	 12.37%	24
Excellent	 11.86%	23
Poor	 7.73%	15
<b>Total</b>		<b>194</b>
<i>Unanswered</i>		<i>3</i>

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







Made you feel comfortable

Choices	Percentage	Count
Excellent	<div><div></div></div> 49.48%	96
Very good	<div><div></div></div> 34.02%	66
Good	<div><div></div></div> 9.79%	19
Fair	<div><div></div></div> 3.09%	6
Poor	<div><div></div></div> 2.58%	5
N/A	<div><div></div></div> 1.03%	2
Total		194
Unanswered		3

Had enough time to talk about the things that were important to you








Choices	Percentage	Count
Excellent	<div><div></div></div> 48.45%	94
Very good	<div><div></div></div> 31.96%	62
Good	<div><div></div></div> 11.34%	22
Poor	<div><div></div></div> 3.61%	7
Fair	<div><div></div></div> 2.58%	5
N/A	<div><div></div></div> 2.06%	4
Total		194
Unanswered		3

Told you all you wanted to know about your condition







Choices	Percentage	Count
<b>Excellent</b>	 45.64%	89
<b>Very good</b>	 29.74%	58
<b>Good</b>	 14.36%	28
<b>Fair</b>	 4.10%	8
<b>Poor</b>	 3.59%	7
<b>N/A</b>	 2.56%	5
<b>Total</b>		<b>195</b>
<i>Unanswered</i>		<i>2</i>

Communication skills of clinicians (doctor, nurse or other healthcare professional)







Explained the purpose of tests and treatment

Choices	Percentage	Count
<b>Excellent</b>	 43.92%	83
<b>Very good</b>	 32.28%	61
<b>Good</b>	 11.64%	22
<b>N/A</b>	 4.76%	9
<b>Fair</b>	 3.70%	7
<b>Poor</b>	 3.17%	6
<b>Don't know</b>	 0.53%	1
<b>Total</b>		<b>189</b>
<i>Unanswered</i>		<i>8</i>

### Helped you understand what to do when you went home







Choices	Percentage	Count
Excellent	 45.50%	86
Very good	 29.10%	55
Good	 12.17%	23
N/A	 8.47%	16
Fair	 3.17%	6
Poor	 1.59%	3
<b>Total</b>		<b>189</b>
<i>Unanswered</i>		<i>8</i>

### Really listened to what you had to say








Choices	Percentage	Count
Excellent	 47.34%	89
Very good	 30.32%	57
Good	 12.23%	23
Fair	 4.79%	9
Poor	 3.19%	6
N/A	 2.13%	4
<b>Total</b>		<b>188</b>
<i>Unanswered</i>		<i>9</i>

## Information provided by clinicians (doctor, nurse or other healthcare provider)








The amount of useful information about your condition

Choices	Percentage	Count
<b>Excellent</b>	 39.68%	75
<b>Very good</b>	 32.80%	62
<b>Good</b>	 14.29%	27
<b>Fair</b>	 6.88%	13
<b>N/A</b>	 3.17%	6
<b>Poor</b>	 3.17%	6
<b>Total</b>		<b>189</b>
<i>Unanswered</i>		<i>8</i>

Information about how to prevent future health problems








Choices	Percentage	Count
<b>Very good</b>	 34.76%	65
<b>Excellent</b>	 31.55%	59
<b>Good</b>	 15.51%	29
<b>N/A</b>	 8.02%	15
<b>Fair</b>	 6.95%	13
<b>Poor</b>	 2.67%	5
<b>Don't know</b>	 0.53%	1
<b>Total</b>		<b>187</b>
<i>Unanswered</i>		<i>10</i>

### Information about the side effects of any treatment

Choices	Percentage	Count
<b>Very good</b>	 31.22%	59
<b>Excellent</b>	 30.69%	58
<b>Good</b>	 14.81%	28
<b>Fair</b>	 11.64%	22
<b>N/A</b>	 8.47%	16
<b>Poor</b>	 2.12%	4
<b>Don't know</b>	 1.06%	2
<b>Total</b>		<b>189</b>
<i>Unanswered</i>		<i>8</i>








### Your experience of privacy at your last visit

Being able to discuss personal issues that were sensitive








Choices	Percentage	Count
<b>Excellent</b>	 54.26%	102
<b>Very good</b>	 25.53%	48
<b>Good</b>	 7.45%	14
<b>N/A</b>	 6.91%	13
<b>Fair</b>	 2.66%	5
<b>Poor</b>	 2.66%	5
<b>Don't know</b>	 0.53%	1
<b>Total</b>		<b>188</b>
<i>Unanswered</i>		<i>9</i>



### The way in which information was given to other clinicians








Choices	Percentage	Count
Excellent	 31.75%	60
N/A	 23.28%	44
Very good	 21.69%	41
Good	 10.05%	19
Don't know	 8.99%	17
Poor	 3.17%	6
Fair	 1.06%	2
<b>Total</b>		<b>189</b>
<i>Unanswered</i>		<i>8</i>

### Asked your permission before another clinician came to the appointment








Choices	Percentage	Count
N/A	 47.62%	90
Excellent	 25.40%	48
Very good	 15.34%	29
Good	 7.41%	14
Don't know	 3.17%	6
Fair	 0.53%	1
Poor	 0.53%	1
<b>Total</b>		<b>189</b>
<i>Unanswered</i>		<i>8</i>

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








Knew your medical history at the clinic

Choices	Percentage	Count
<b>Excellent</b>	 39.04%	73
<b>N/A</b>	 19.79%	37
<b>Very good</b>	 18.72%	35
<b>Good</b>	 13.37%	25
<b>Fair</b>	 4.28%	8
<b>Don't know</b>	 2.67%	5
<b>Poor</b>	 2.14%	4
<b>Total</b>		<b>187</b>
<i>Unanswered</i>		<i>10</i>

Gave you options for specialists or other health providers you need to see








Choices	Percentage	Count
<b>Excellent</b>	 34.41%	64
<b>N/A</b>	 23.12%	43
<b>Very good</b>	 18.82%	35
<b>Good</b>	 12.37%	23
<b>Fair</b>	 5.91%	11
<b>Poor</b>	 3.76%	7
<b>Don't know</b>	 1.61%	3
<b>Total</b>		<b>186</b>
<i>Unanswered</i>		<i>11</i>

Allowed you to have the final choice about which other professionals to see







Choices	Percentage	Count
Excellent	 34.22%	64
N/A	 27.81%	52
Very good	 15.51%	29
Good	 11.23%	21
Fair	 4.28%	8
Poor	 3.74%	7
Don't know	 3.21%	6
<b>Total</b>		<b>187</b>
<i>Unanswered</i>		<i>10</i>

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








Suitability of clinic opening hours

Choices	Percentage	Count
Excellent	 54.79%	103
Very good	 27.13%	51
Good	 11.70%	22
Fair	 2.66%	5
N/A	 1.60%	3
Poor	 1.60%	3
Don't know	 0.53%	1
<b>Total</b>		<b>188</b>
<i>Unanswered</i>		<i>9</i>

### Being able to see the doctor of your choice



Choices	Percentage	Count
<b>Excellent</b>	 33.16%	62
<b>Very good</b>	 26.20%	49
<b>Good</b>	 21.93%	41
<b>Fair</b>	 9.09%	17
<b>Poor</b>	 6.95%	13
<b>N/A</b>	 2.67%	5
<b>Total</b>		<b>187</b>
<i>Unanswered</i>		<i>10</i>

### The amount you paid for each visit to the doctor



Choices	Percentage	Count
<b>Excellent</b>	 31.72%	59
<b>Very good</b>	 19.89%	37
<b>Good</b>	 15.05%	28
<b>Fair</b>	 14.52%	27
<b>N/A</b>	 13.44%	25
<b>Poor</b>	 4.84%	9
<b>Don't know</b>	 0.54%	1
<b>Total</b>		<b>186</b>
<i>Unanswered</i>		<i>11</i>

## Some things about you






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

Choices	Percentage	Count
<b>No</b>	 88.32%	174
<b>Yes</b>	 11.68%	23
<b>Total</b>		<b>197</b>







Have you been to another general practice in the last year

Choices	Percentage	Count
<b>No</b>	 70.05%	138
<b>Yes</b>	 29.95%	59
<b>Total</b>		<b>197</b>





What is your age

Choices	Percentage	Count
<b>45-64 years</b>	 37.56%	74
<b>25 - 44 years</b>	 35.53%	70
<b>65 years or over</b>	 15.23%	30
<b>15 - 24 years</b>	 10.66%	21
<b>Don't wish to say</b>	 1.02%	2
<b>Total</b>		<b>197</b>





Which languages do you speak at home?

Choices	Percentage	Count
<b>English</b>	 91.88%	181
<b>Other</b>	 1.52%	3
<b>Arabic</b>	 0.51%	1
<b>Cantonese</b>	 0.51%	1
<b>Hindi</b>	 0.51%	1
<b>Greek</b>	 0.51%	1
<b>Total Entries</b>		<b>197</b>
<i>Unanswered</i>		<i>14</i>






How long have you been coming to this practice

Choices	Percentage	Count
<b>3 years or more</b>	 73.10%	144
<b>1 -2 years</b>	 14.72%	29
<b>Less than 1 year</b>	 11.68%	23
<b>Not sure</b>	 0.51%	1
<b>Total</b>		<b>197</b>







Do you have any of these concession cards

Choices	Percentage	Count
<b>Not covered by any concession card</b>	 56.35%	111
<b>Pensioner concession card</b>	 21.83%	43
<b>Health care card</b>	 17.26%	34
<b>Any Veterans' Affairs treatment entitlement card</b>	 2.54%	5
<b>Total Entries</b>		<b>197</b>
<i>Unanswered</i>		<i>14</i>



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

Choices	Percentage	Count
<b>2-5</b>	 33.50%	66
<b>6-10</b>	 29.95%	59
<b>11 or more</b>	 19.29%	38
<b>Only this visit</b>	 9.64%	19
<b>Not sure</b>	 7.61%	15
<b>Total</b>		<b>197</b>

What is the highest level of education you have reached?

Choices	Percentage	Count
<b>Completed a degree or diploma</b>	 29.95%	59
<b>Completed high school</b>	 29.44%	58
<b>Some high school</b>	 19.29%	38
<b>Completed a trade or technical qualification</b>	 11.68%	23
<b>Postgraduate degree</b>	 5.08%	10
<b>Currently studying a degree or diploma</b>	 4.57%	9
<b>Total</b>		<b>197</b>

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

Choices	Percentage	Count
<b>Self</b>	 90.86%	179
<b>Someone else</b>	 9.14%	18
<b>Total</b>		<b>197</b>