#### 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
Very Good	28.72%	56
Good	26.15%	51
Excellent	22.05%	43
Fair	14.87%	29
Poor	8.21%	16
	Total	195
	Unanswered	2

The time you had to wait after arriving at the clinic

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

## 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
	Total	195
	Unanswered	2

# 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
	Total	195
	Unanswered	2

#### Let you know about any delays when waiting

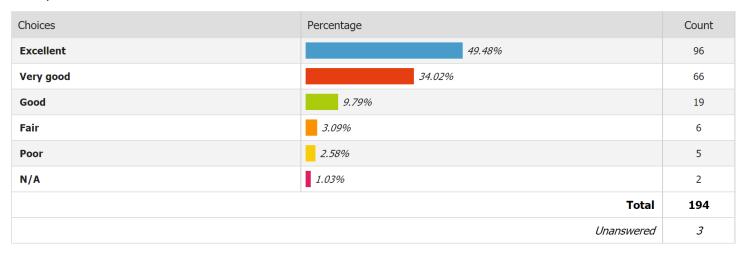
Choices	Percentage	Count
Excellent	25.91%	50
Very good	22.28%	43
Good	20.21%	39
Poor	14.51%	28
Fair	9.33%	18
N/A	6.22%	12
Don't know	1.55%	3
	Total	193
	Unanswered	4

# 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
	Total	194
	Unanswered	3

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

Made you feel comfortable



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

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

## Told you all you wanted to know about your condition

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

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

## Explained the purpose of tests and treatment

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

# 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
	Total	189
	Unanswered	8

# 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
	Total	188
	Unanswered	9

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

The amount of useful information about your condition

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

Information about how to prevent future health problems

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

## Information about the side effects of any treatment

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

# Your experience of privacy at your last visit

Being able to discuss personal issues that were sensitive

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

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

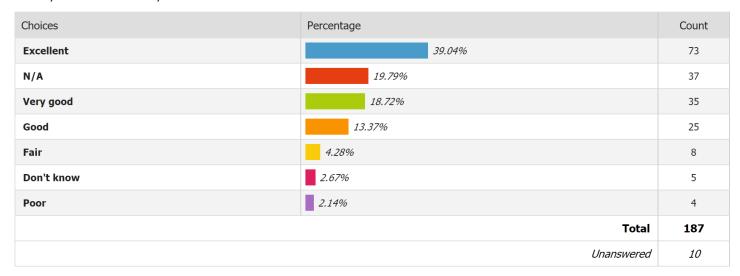
Choices	Percentage	Count
Excellent	31.75%	60
N/A	23.28%	44
Very good	21.69%	41
Good	10.05%	19
Don't know	8.99%	17
Poor	3.17%	6
Fair	1.06%	2
	Total	189
	Unanswered	8

#### 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
	Total	189
	Unanswered	8

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

Knew your medical history at the clinic



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

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

#### 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
	Total	187
	Unanswered	10

#### 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
	Total	188
	Unanswered	9

## Being able to see the doctor of your choice

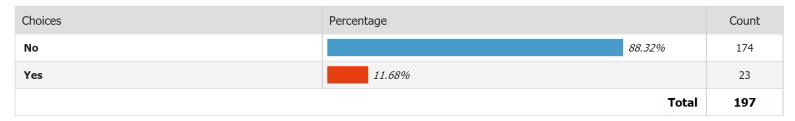
Choices	Percentage	Count
Excellent	33.16%	62
Very good	26.20%	49
Good	21.93%	41
Fair	9.09%	17
Poor	6.95%	13
N/A	2.67%	5
	Total	187
	Unanswered	10

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

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

#### Some things about you

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



Have you been to another general practice in the last year

Choices	Percentage	Count
No	70.05%	138
Yes	29.95%	59
	Total	197

#### What is your age

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

## Which languages do you speak at home?

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

## How long have you been coming to this practice

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

## Do you have any of these concession cards

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

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

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

What is the highest level of education you have reached?

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

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

Choices	Percentage	Count
Self	90.86%	179
Someone else	9.14%	18
	Total	197