

Your Health Griffith Patient Survey Report 2023

SUMMARY OF SCORES FOR EACH QUESTION

Access and availability: Making an appt and getting to the clinic			Percentage	Mean Response
Q1	a	Seeing the clinician of your choice	73.09%	3.7
	b	Getting an appointment for a time that suited you	67.93%	3.4
	c	The time you had to wait to get this appointment (before getting to the clinic)	60.37%	3.0
	d	The time you had to wait after you arrived at the clinic	66.29%	3.3
	e	Getting reminders for your appointment	87.80%	4.4

FREQUENCY OF RESPONSES TO EACH QUESTION

Poor	Fair	Good	Very Good	Excellent	N/A	Don't Know
4	23	41	51	43	2	0
10	26	49	47	32	0	0
17	45	42	36	23	1	0
4	26	66	42	21	3	2
0	5	17	51	91	0	0

RANGE OF RESPONSES

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Interpersonal skills of reception staff			Percentage	Mean Response
Q2	a	Were welcoming upon your arrival	88.29%	4.4
	b	Were professional in dealing with you	89.39%	4.5
	c	Let you know about any delays while you were waiting	76.62%	3.8
	d	Were courteous and polite	91.17%	4.6
	e	Catered for children	84.42%	4.2

Poor	Fair	Good	Very Good	Excellent	N/A	Don't Know
0	1	19	55	89	0	0
0	1	18	48	97	0	0
7	14	29	45	53	14	2
0	1	14	41	107	0	1
1	3	13	21	39	71	16

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Interpersonal skills of clinicians			Percentage	Mean Response
Q3	a	Treated you with respect	90.73%	4.5
	b	Understood your personal circumstances	86.46%	4.3
	c	Had enough time to talk about the things that were important for you	85.80%	4.3
	d	Told you all you wanted to know about your condition	86.54%	4.3
	e	Showed sensitivity to your concerns	87.45%	4.4

Poor	Fair	Good	Very Good	Excellent	N/A	Don't Know
0	1	16	41	106	0	0
0	7	22	44	88	2	1
1	8	22	43	88	0	2
1	7	19	46	89	1	1
1	7	18	40	95	2	1

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Communication skills of clinicians			Percentage	Mean Response
Q4	a	Helped you understand your medical condition	84.00%	4.2
	b	Explained the purpose of tests and treatment	84.22%	4.2
	c	Helped you understand what to do when you went home	83.80%	4.2
	d	Allowed you to have final choice about treatments	85.00%	4.3
	e	Accepted your decision to seek alternative treatment	83.88%	4.2

Poor	Fair	Good	Very Good	Excellent	N/A	Don't Know
1	5	29	51	74	2	2
0	7	27	52	75	2	1
0	8	24	56	70	6	0
0	5	23	50	70	15	1
1	5	14	32	46	63	3

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Information provided by clinicians				Percentage	Mean Response	Poor	Fair	Good	Very Good	Excellent	N/A	Don't Know	
Q5	a	The amount of useful information given about your condition	83.25%	4.2	1	6	26	60	67	3	1		4
	b	Information about how to take your medicines	84.97%	4.2	0	5	22	53	69	14	1		3
	c	Information about side effects of any treatment	83.17%	4.2	1	8	20	49	61	22	3		4
	d	Information about how to prevent future health problems	81.83%	4.1	0	8	26	53	55	19	3		3
	e	Gave you useful written information	77.52%	3.9	6	10	19	35	43	47	4		4

Privacy and confidentiality				Percentage	Mean Response	Poor	Fair	Good	Very Good	Excellent	N/A	Don't Know	
Q6	a	Being able to discuss personal issues that were sensitive	86.75%	4.3	1	2	23	46	82	9	1		4
	b	Your understanding how medical records are kept private in the clinic	82.84%	4.1	5	3	26	34	66	12	18		4
	c	Asked your permission before another clinician came to the appointment	84.68%	4.2	1	3	17	25	48	65	5		4
	d	Privacy when you were examined	88.69%	4.4	0	2	18	40	85	16	3		3
	e	Privacy in the waiting area	78.22%	3.9	3	12	33	45	53	15	3		4

Continuity of care				Percentage	Mean Response	Poor	Fair	Good	Very Good	Excellent	N/A	Don't Know	
Q7	a	Knew your medical history at the clinic	80.86%	4.0	1	5	31	53	50	17	7		4
	b	The clinician was aware of advice you had received from other health professionals	80.15%	4.0	1	10	22	51	46	28	6		4
	c	Gave you options for specialists or other health providers you need to see	83.85%	4.2	1	5	23	44	62	28	1		4
	d	Allowed you to have the final choice about which other professionals to see	84.33%	4.2	0	2	26	47	59	29	1		3
	e	Gave the right amount of information to other healthcare professionals	83.79%	4.2	0	4	25	45	58	27	5		3

Experience over last year				Percentage	Mean Response	Poor	Fair	Good	Very Good	Excellent	N/A	Don't Know	
Q8	a	Suitability of clinic opening hours	81.72%	4.1	1	10	32	51	69	1	0		4
	b	Being able to see a doctor at the clinic when you needed urgent care	62.99%	3.1	18	31	38	31	29	14	3		4
	c	Being able to see the doctor of your choice	67.00%	3.4	14	25	47	39	35	3	1		4
	d	The amount you paid for each visit to the doctor	61.92%	3.1	11	50	38	27	30	7	1		4
	e	Information about where to get medical care when the clinic is closed	74.44%	3.7	3	11	37	42	33	28	10		4

PATIENT CHARACTERISTICS

Gender
29% Male
71% Female
Aboriginal & Torres Strait Islander status
10% Aboriginal & Torres Strait Islander
90% Non Aboriginal & Torres Strait Islander
Been to another general practice
22% of patients had visited another practice in the previous year
78% of patients had not visited another practice in the previous year
Preferred language
85% English
1% Arabic
0% Cantonese
0% Mandarin
0% Vietnamese
6% Hindi
1% Greek
7% Some other language
Age
9% 15-24
40% 25-44
29% 45-64
21% 65 or over

Length of time coming to the practice
7% Less than a year
9% 1-2 years
81% 3 years or more
3% Not sure
Concession cards
18% Health Care Card
17% Pensioner Concession Card
1% Any Veterans' Affairs treatment entitlement card
65% No concession card
Number of times patients visited the practice
1% once only
60% 2-4 visits
24% 5-9 visits
12% More than 10 visits
3% Not Sure
Highest level of education
19% Some high school
35% Completed high school
2% Currently studying degree or diploma
5% Completed a trade or technical qualification
29% Degree or diploma
10% Postgraduate degree
Carers
15% Attended as a carer