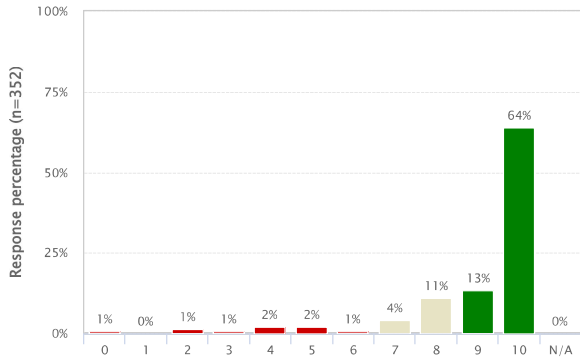


Drysdale Clinic Voice of the Patient Scorecard
 Period: Invited 19 Jul 2017 – 19 Apr 2023



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



Net Promoter Score* (NPS)

Detractors	Passives	Promoters	Net Promoter Score
8% (n=27)	15% (n=53)	77% (n=272)	70

* NPS (Net Promoter Score) is a customer loyalty metric on a 0-10 rating scale, developed by Satmetrix Systems, Inc., Bain & Company and Fred Reichheld. NPS = (Promoters - Detractors) / Total responses.

Performance across six domains

Item	Drysdale Clinic	General Practice
Interpersonal skills of clinical staff	72%	75%
Communication and interpersonal skills of admin staff	66%	76%
Privacy and confidentiality	65%	72%
Provision of information	62%	68%
Continuity of care	46%	63%
Access and availability	23%	47%

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

Lowest performing items

Item	Drysdale Clinic	General Practice
Everything ran on time	13%	36%
It is easy to make an appointment for a day and time that suits me	20%	48%
I am able to see a doctor quickly when I need to	24%	43%

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

Highest performing items

Item	Drysdale Clinic	General Practice
The practice is clean and tidy	82%	79%
The clinical team respected me	74%	77%
The clinical team were caring and concerned about me as a person	73%	74%
I am confident my information will remain private and confidential	72%	75%
The clinical team paid attention to what I had to say	71%	74%
All my questions have been answered	65%	70%
I received enough information	63%	68%
The practice makes adequate provisions for my privacy	62%	70%
The physical aspects of the practice allow privacy and confidentiality	62%	73%
I am better able to make informed decisions about my health	59%	66%

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

Suggestions for improvement

Everything ran on time

- Contact patients ahead of their appointment if there are particularly long wait times expected
- Provide estimated waiting time to patients on arrival
- Consider procedures to explain delays to patients

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

- Publish your calendar online so patients can see available times for each doctor
- Create a cancellation/waitlist notification system so cancelled appointments can be filled and more patients can be accommodated

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

- Keep a few spare appointments for urgent requests
- Communicate processes for handling urgent requests from patients