

2023 PRACTICE ACCREDITATION PATIENT FEEDBACK RESULTS

Thankyou to the patients who completed our feedback survey. The results have been analysed by an independent company (CFEP Surveys) as part of our practice accreditation requirements. The survey results are **compared to other General Practices** and our ratings allocated into a minimum, low, medium or upper quartile. We are extremely happy with the results with only three areas appearing in the medium quartile and all the other responses were well in the upper quadrant. If you are interested in viewing the whole report, please let the receptionist know.

There were also some really great comments from patients:

- I have had nothing but incredible service from this Practice. For the first time I feel seen and advocated for.
- I have always been impressed with the care and service provided by this clinic.
- Keep up the good work!
- I have visited numerous medical facilities in the course of my life and I believe MBMC is the best facility with the best doctors.
- All good!
- I am so grateful for the level of care from this practice. Nothing I can suggest to improve.
- Maybe ask the COVID questions a little less publicly (not really sure how you would do that though).
- Keep it up!
- Have the TV working in the waiting area. Please keep doing what you are doing - it is appreciated.
- It is perfect already.
- I think we are very lucky to have a group of amazing doctors and reception staff, and a comfortable waiting room area.
- Keep doing what you are doing. Thank you.
- Difficult to improve on "Excellent".
- We are so fortunate to have such a caring, available medical service here. I do not think that it could be improved.
- Have a holiday.
- Stay here!
- Keep up the great work.
- By thriving and staying in the area - MBMC is one of the best medical centres I have ever experienced.
- We are so lucky to have such a great medical centre. I think all staff make it this way as well.

There were also some comments about how we can improve our service including:

- **Advance notice regarding longer wait time to see doctor.**
- **Bulk bill everyone's appointment.**
- **MBMC to be open either later or on weekends.**
- **Not have so many doctors move on to other jobs as it makes it hard for long term residents to connect.**
- **Have more comfortable chairs in the waiting room.**
- **Costs rising for families, consider broader options for bulk billing for those struggling who may not have access to concession cards. People often will not ask or may avoid visiting the doctor due to costs.**
- **Also, the main area is not very private for reception staff making phone calls to patients or for patients booking follow up appointments. For example, conversations can be heard by the waiting room.**
- **Scrap the mask mandate.**

Response to comments on improvement to our service:

We are always interested in your comments regarding improving our practice and would like to encourage all our patients to discuss the issue of bulk billing with any of our doctors. There are reasons why we need to practice this way and it may help alleviate patient concerns if the restriction of bulk billing is explained further.

We operate our practice under recommendations from the Department of Health regarding wearing masks in the practice. We hope that we will be able to remove this requirement in the near future. Our chairs are not the most comfortable but we need to satisfy health regulations on mandatory cleaning after patients use.

We will endeavour to reduce waiting times and will work towards improving communication to patients on wait times and the availability of other services such as home visits, afterhours, fee information and the complaints process. We are looking at ways to increase patient privacy at the front desk.

Thankyou to everyone for their honest feedback. It is appreciated by all MBMC staff.

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DOMAIN BENCHMARK DATA (%)	MBMC	Same size practice mean score.
Access and availability	83	75
Provision of Information	84	81
Privacy and confidentiality	88	83
Continuity of Care	85	80
Communication skills of staff	92	86
Interpersonal skills of clinical staff	93	87

<u>PATIENT QUESTIONNAIRE DATA (%)</u>	MBMC Results 2023	Benchmark data: all practices mean scores			
		Min	Lower Quartile	Median	Upper Quartile
Q1 Making an appointment	89	55	79	83	86
Q2 Telephone access to a doctor/nurse	81	45	66	71	75
Q3 Obtaining a home/other visit	75	38	63	68	72
Q4 After-hours service	79	48	66	70	74
Q5 Seeing doctor/nurse of choice	80	39	71	78	82
Q6 Consultation and waiting area comfort	85	54	77	80	83
Q7 Availability of privacy	88	59	80	82	85
Q8 Waiting time in surgery	72	39	59	64	70
Q9 Satisfaction with consultation	93	63	84	87	89
Q10 Warmth of greeting	93	61	85	88	90
Q11 Ability to listen	95	58	84	87	90
Q12 Explanations	94	58	83	86	89
Q13 Reassurance	92	58	82	85	88
Q14 Confidence in ability	94	60	85	88	90
Q15 Able to express concerns/fears	92	60	83	86	88
Q16 Respect shown to patient	94	61	86	89	91
Q17 Time for visit	92	58	82	84	87
Q18 Consideration of personal situation	93	61	83	86	89
Q19 Concern for patient	92	62	84	87	89
Q20 Recommendation	93	65	85	88	90
Q21 Treatment by staff	89	60	84	87	90
Q22 Staff keep my information private	90	69	85	88	90
Q23 Information on fees	83	53	78	81	84
Q24 Opportunity for making complaints	84	49	76	79	82
Q25 Information on staying healthy	86	49	78	81	83
Q26 Coordination of my care	89	68	80	83	86
Q27 Respect of right to second opinion	88	53	78	82	87
Q28 Overall satisfaction with practice	92	64	83	87	89