

Peregrin Family Medical Centre Patient Satisfaction Survey Results

Yr 2020 227 Patients were surveyed
 Yr 2022 1012 Patients were surveyed



Percentage of responses with a reply of Excellent, Very Good or Not Applicable
 Traffic light indicator

Improvement	
No Change	
Decline	

Questions relating to Doctor & Clinical Care	Yr 2022	Yr 2020	% Change
Seeing or talking to the doctor of your choice	88	86	+2
Getting an appointment for a time that suited you	75	78	-3
Getting reminders for your appointment	92	92	0
Clinician treated you with respect	97	97	0
Had enough time to talk about the things that were important to you	93	96	-3
Clinician cared about you as a person	96	96	0
Clinician made you feel comfortable	96	96	0
Clinician showed sensitivity to your concerns	95	95	0
Clinician had enough time to listen to what you had to say	93	95	-2
Clinician helped you to understand your medical condition	95	95	0
Clinician explained the purpose of tests and treatment	95	97	-2
Clinician involved you in decisions	94	94	0
The amount of useful information given about your condition	96	91	+5
The amount of useful information given about your treatment and/or medications	96	93	+3
Information provided about how to stay healthy	93	92	+1
Clinician knew your medical history at the clinic	94	94	0
Clinician was aware of advice you had received from other health professionals	95	94	+1
Clinician gave you options for specialists or other health providers you need to see	96	96	0
Clinician coordinated different health care professionals	97	97	0
Clinician allowed you to have the final choice about which other professionals to see	97	95	+2

Questions relating to Service & Privacy	2022	2020	% Change
Receptionists were welcoming upon your arrival	89	83	+6
Receptionists were professional in dealing with you	92	89	+3
Receptionists considered your needs when making an appointment	91	87	+4
Receptionists let you know about any delays while you were waiting	85	82	+3
Receptionists were courteous & polite	91	90	+1
Privacy in the waiting & reception area	80	84	-4
Privacy when you were examined	98	96	+2
Being able to discuss issues that were sensitive with your Doctor	98	97	+1
Suitability of Clinic opening hours	79	85	-6
Being able to see a doctor at the clinic when you needed urgent care	71	82	-11
The amount you paid for each visit to the doctor	54	73	-19