

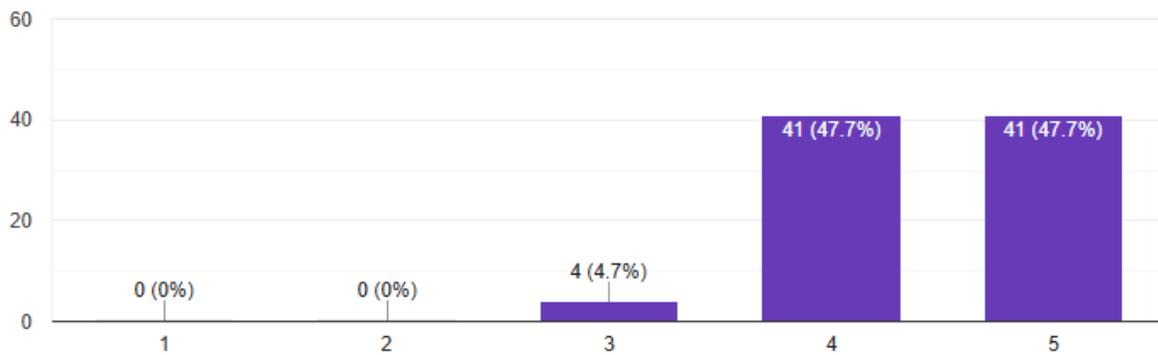
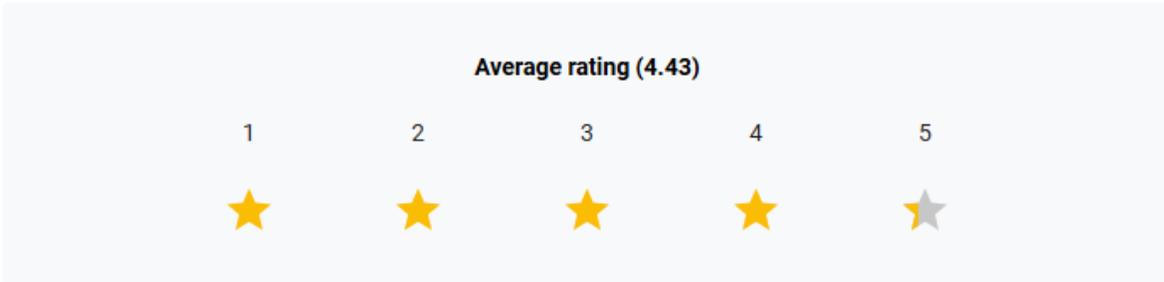
First Avenue Family Practice patient survey results

Making an appointment

Seeing the clinician of your choice (1 meaning poor, 5 being excellent)

[Copy chart](#)

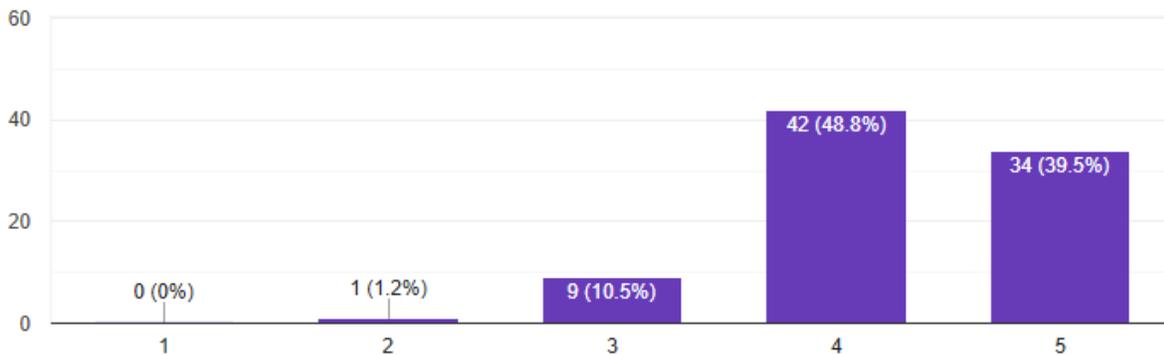
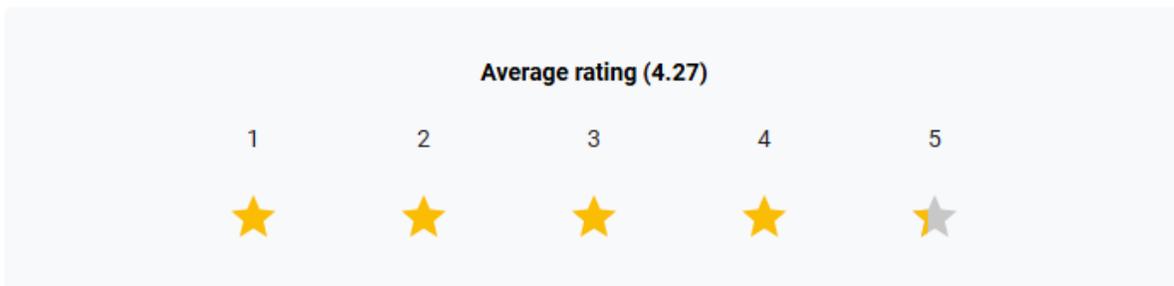
86 responses



Getting an appointment time that suited you (1 meaning poor, 5 being excellent)

[Copy chart](#)

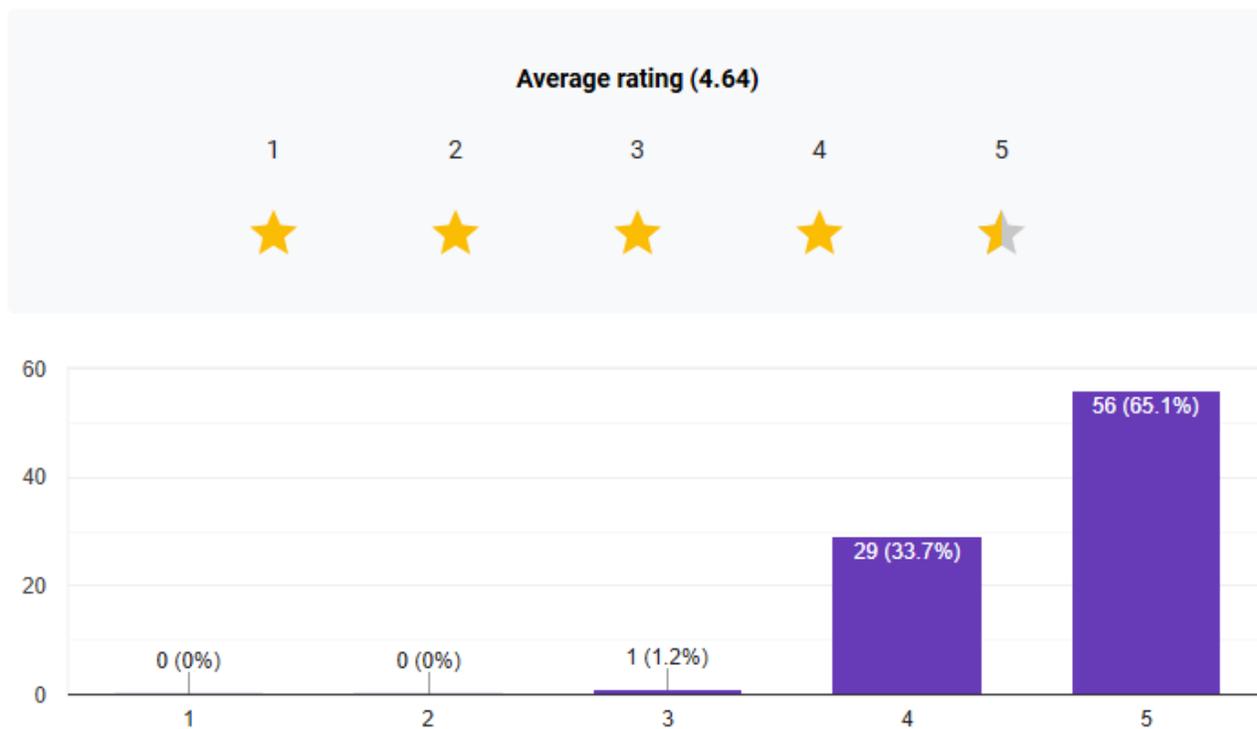
86 responses



Getting reminders for your appointment (1 meaning poor, 5 being excellent)

[Copy chart](#)

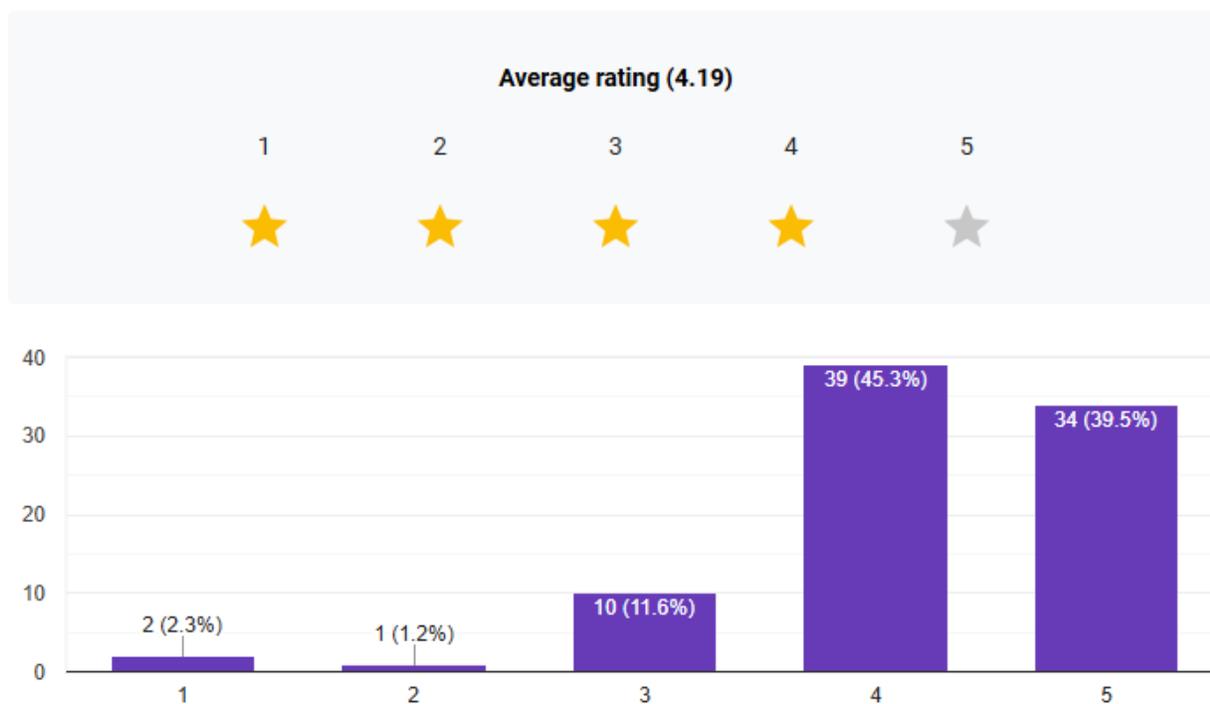
86 responses



The time you waited after arriving at the clinic (1 meaning poor, 5 being excellent)

[Copy chart](#)

86 responses

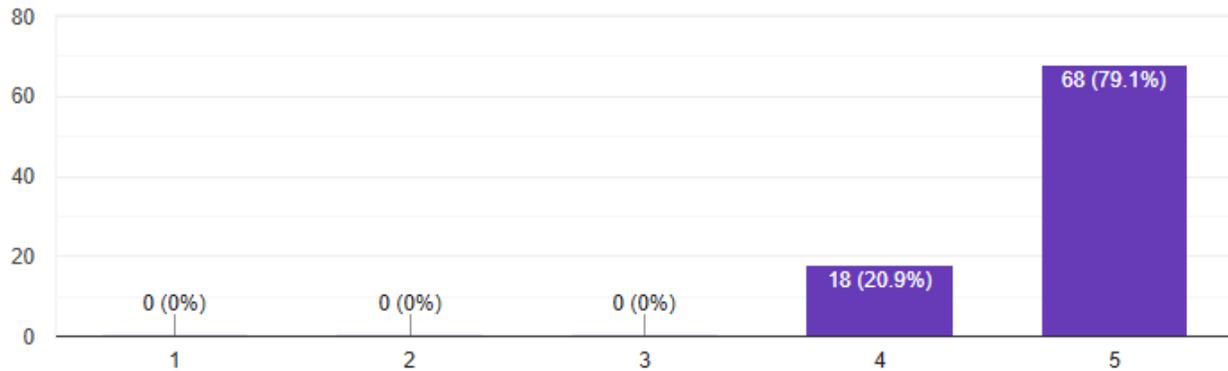
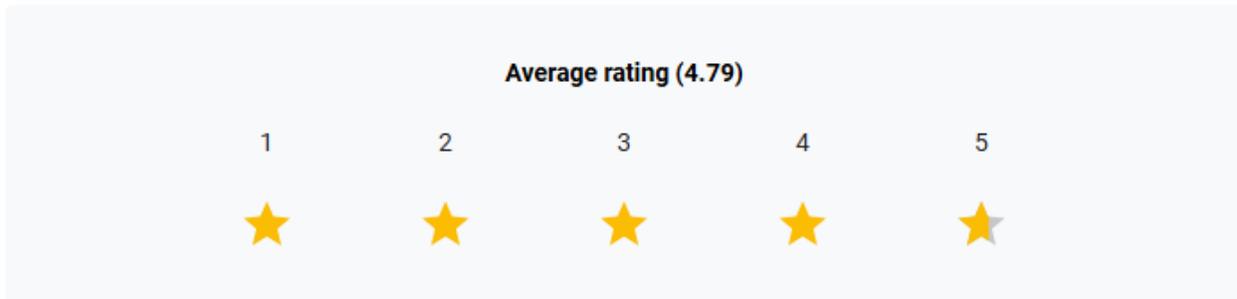


Experience with reception staff

Welcoming upon your arrival (1 meaning poor, 5 being excellent)

[Copy chart](#)

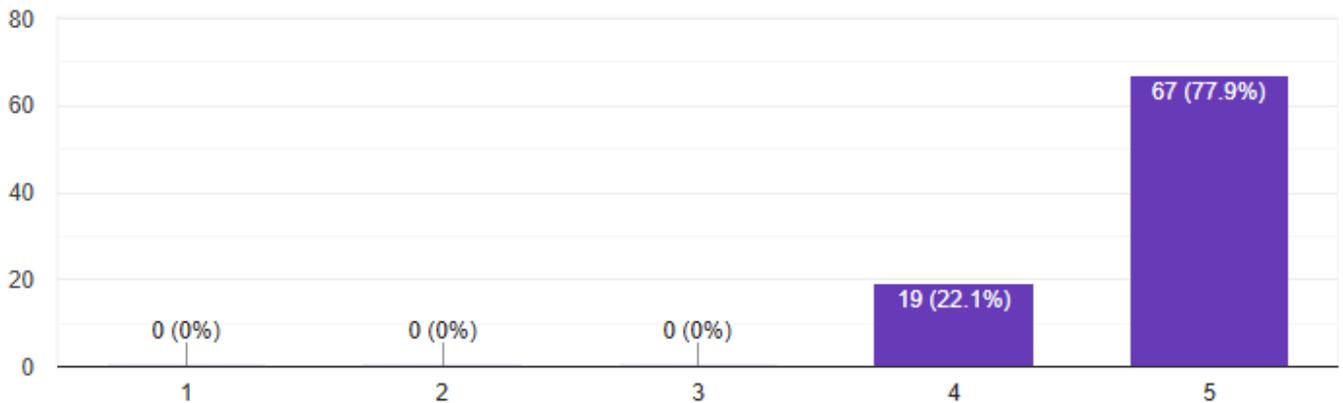
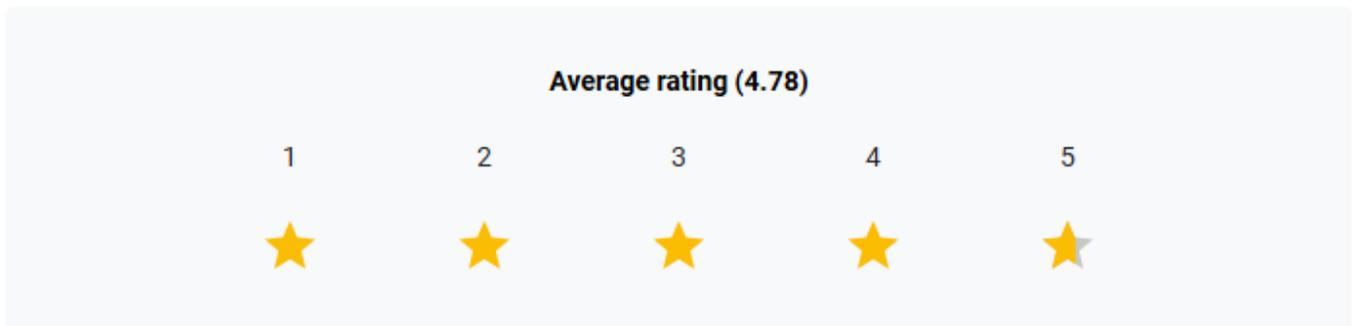
86 responses



Were professional (1 meaning poor, 5 being excellent)

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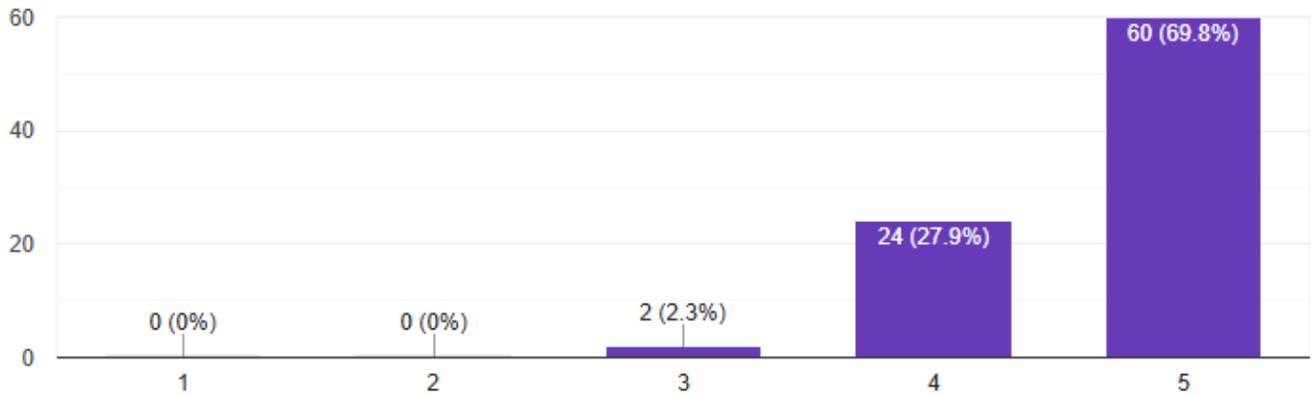
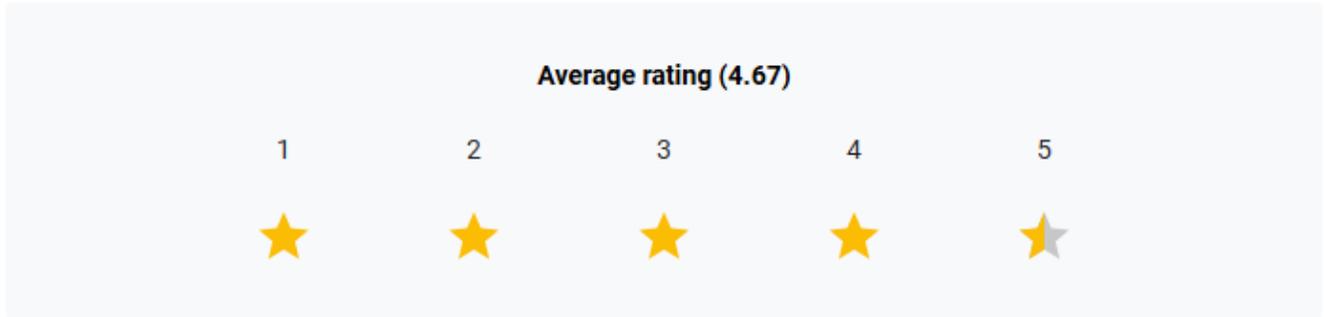
86 responses



Considered your needs when making an appointment (1 meaning poor, 5 being excellent)

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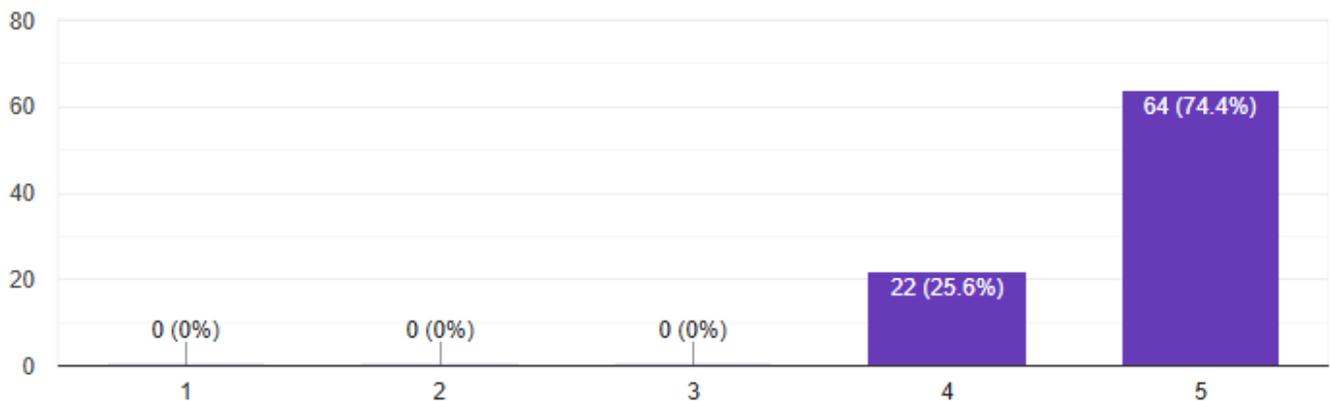
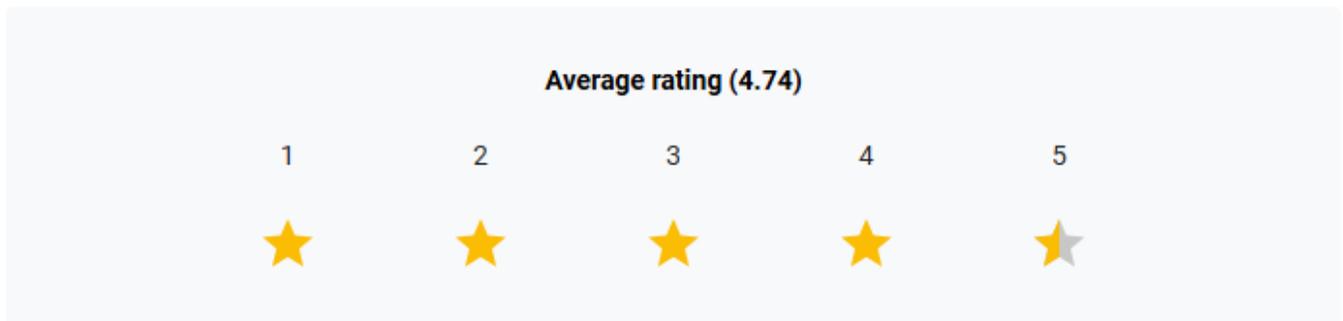
86 responses



were courteous and polite (1 meaning poor, 5 being excellent)

[Copy chart](#)

86 responses

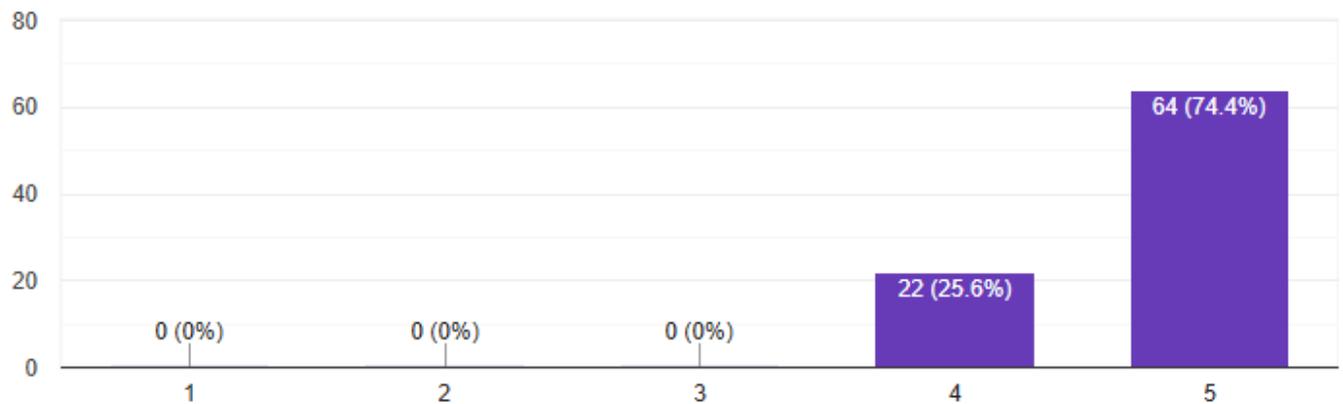
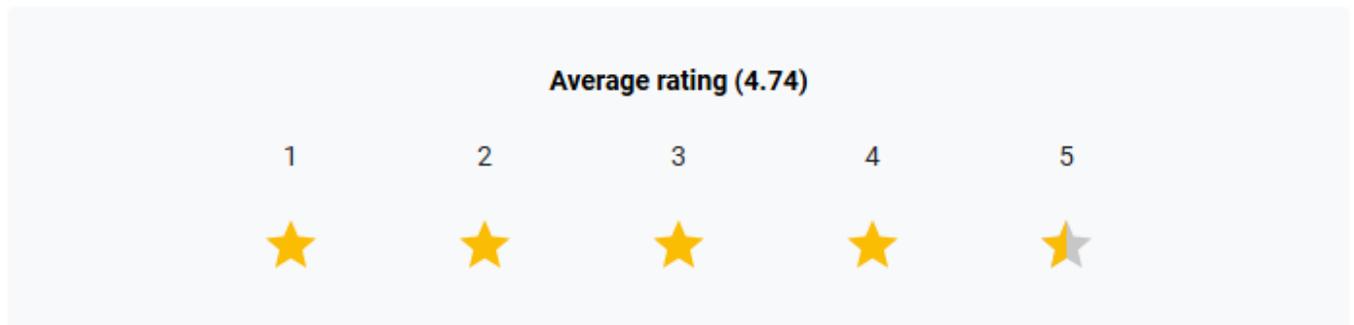


Experience of interpersonal skill with the Doctor

Treated you with respect (1 meaning poor, 5 being excellent)

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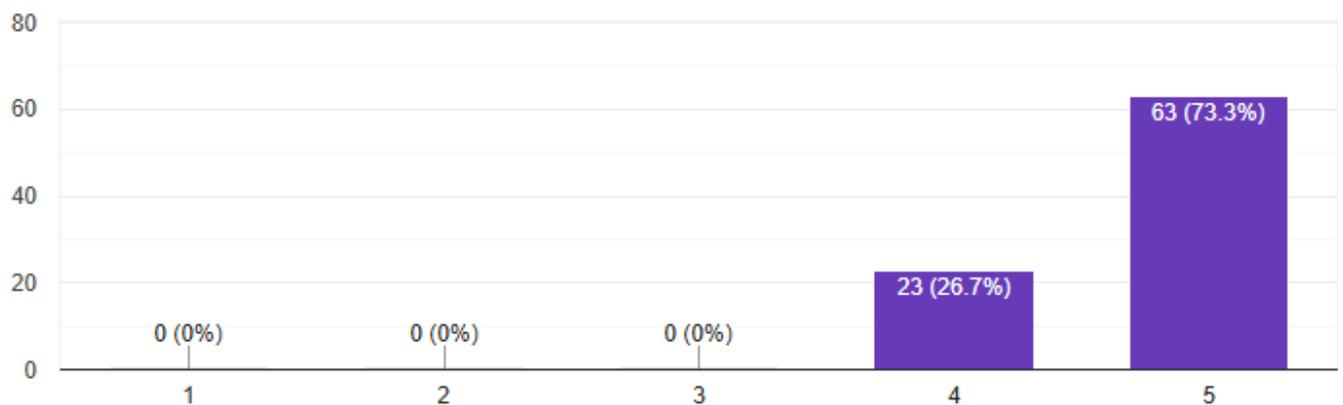
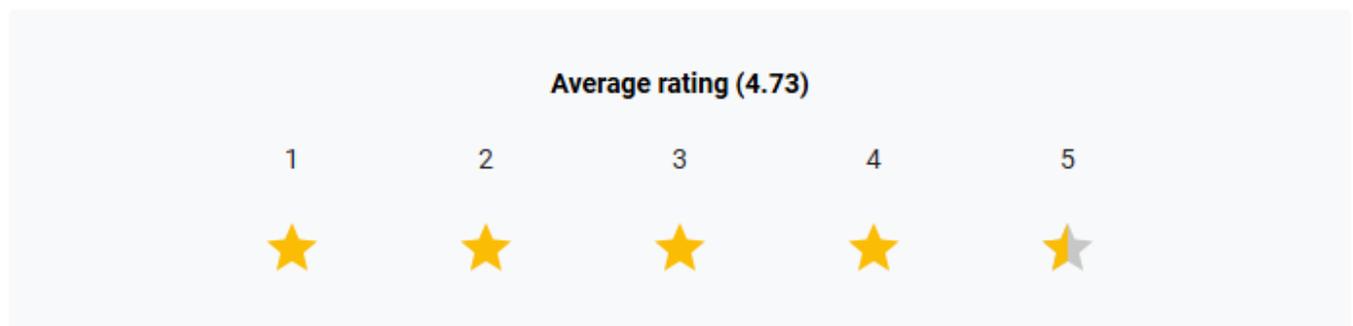
86 responses



Understood your personal circumstances (1 meaning poor, 5 being excellent)

[Copy chart](#)

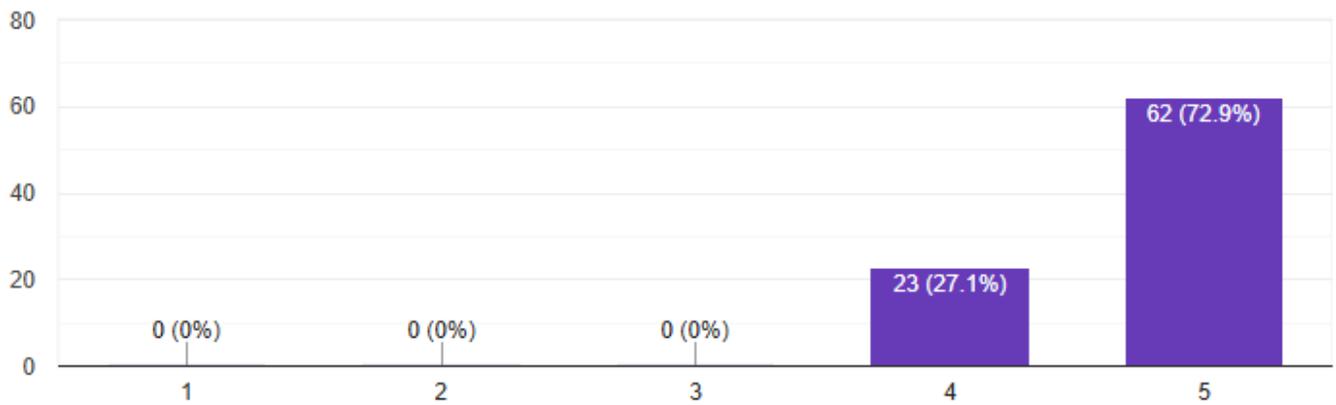
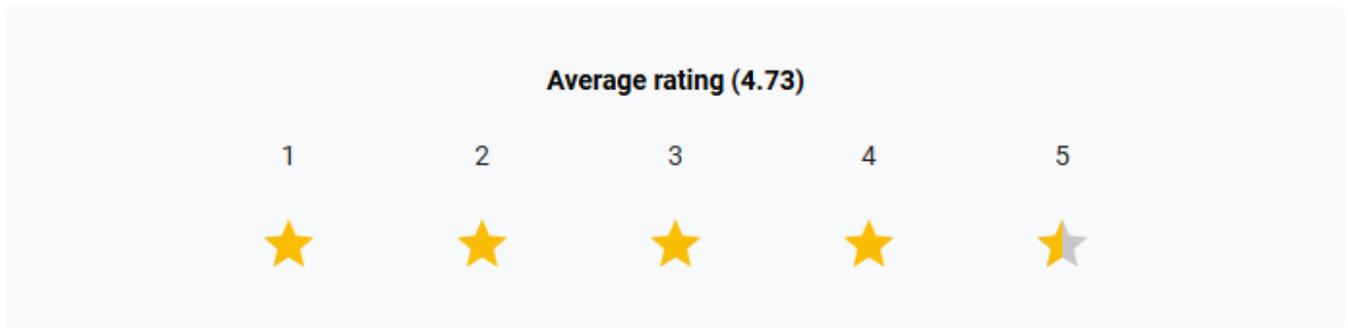
86 responses



Made you feel comfortable (1 meaning poor, 5 being excellent)

[Copy chart](#)

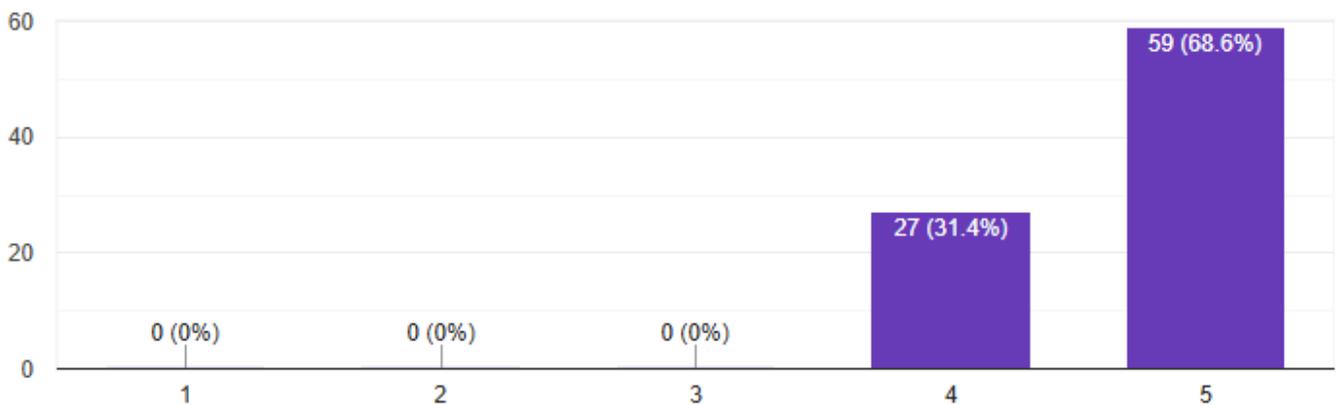
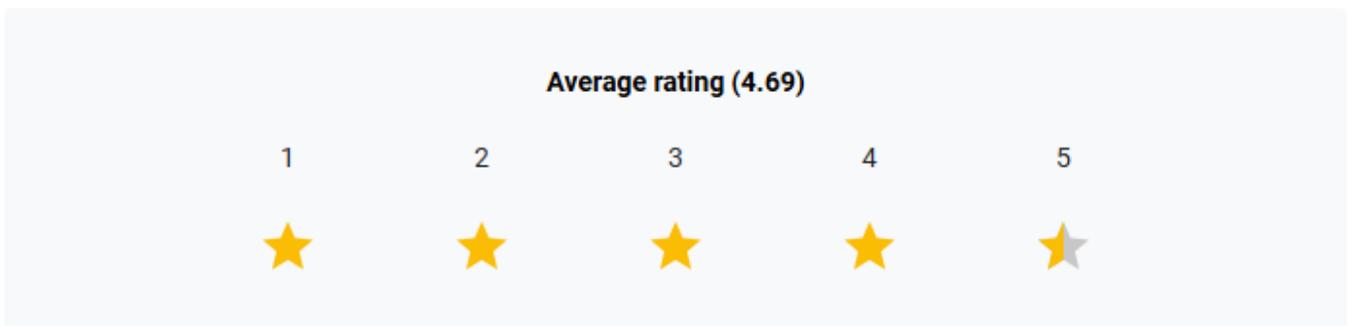
85 responses



Showed sensitivity to your concerns (1 meaning poor, 5 being excellent)

[Copy chart](#)

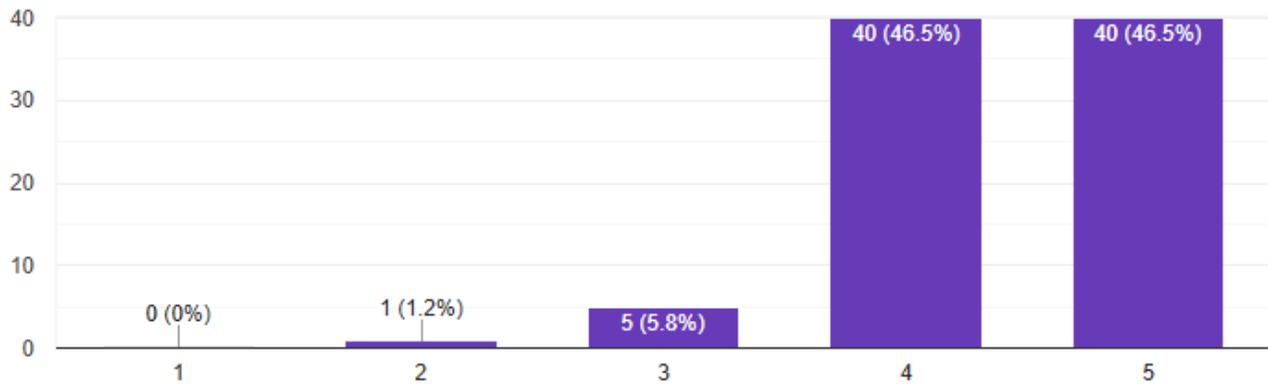
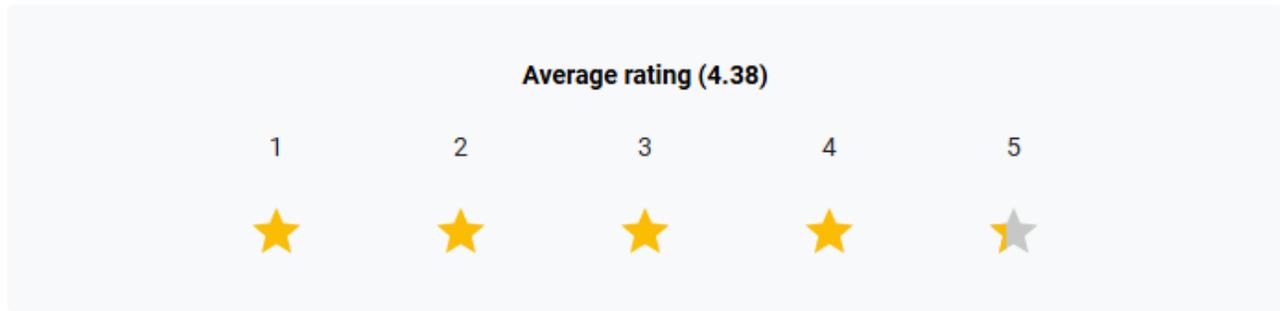
86 responses



Let you discuss alternative therapies (1 meaning poor, 5 being excellent)

[Copy chart](#)

86 responses

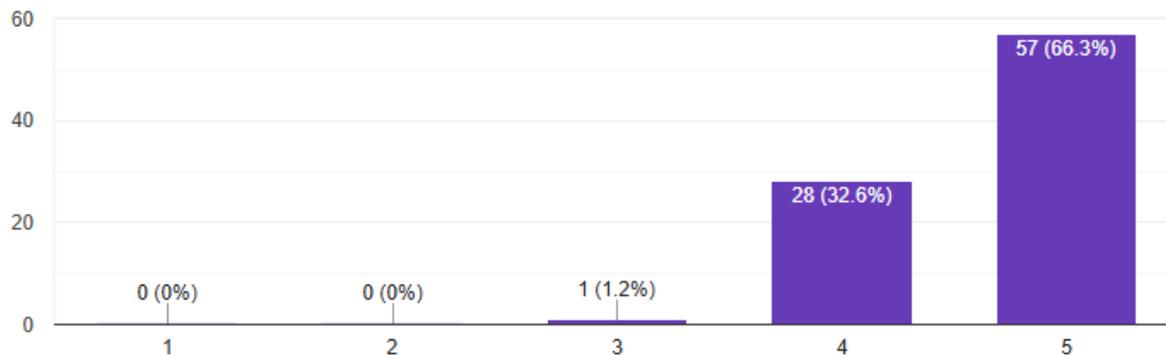
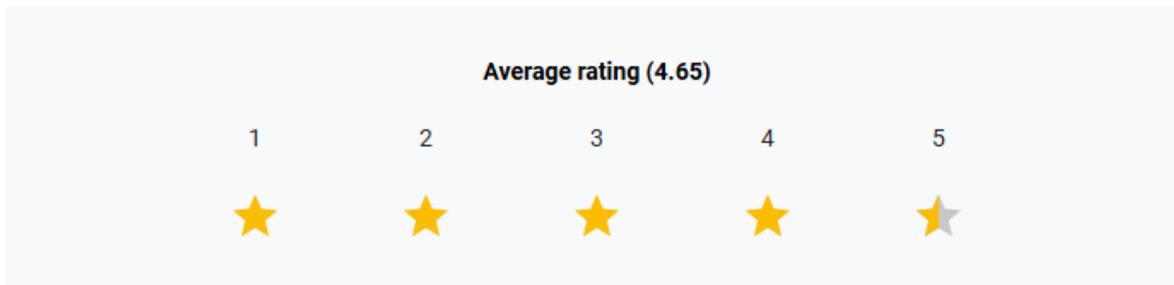


Your experience of the way Doctors communicated with you

Helped you understand your medical condition (1 meaning poor, 5 being excellent)

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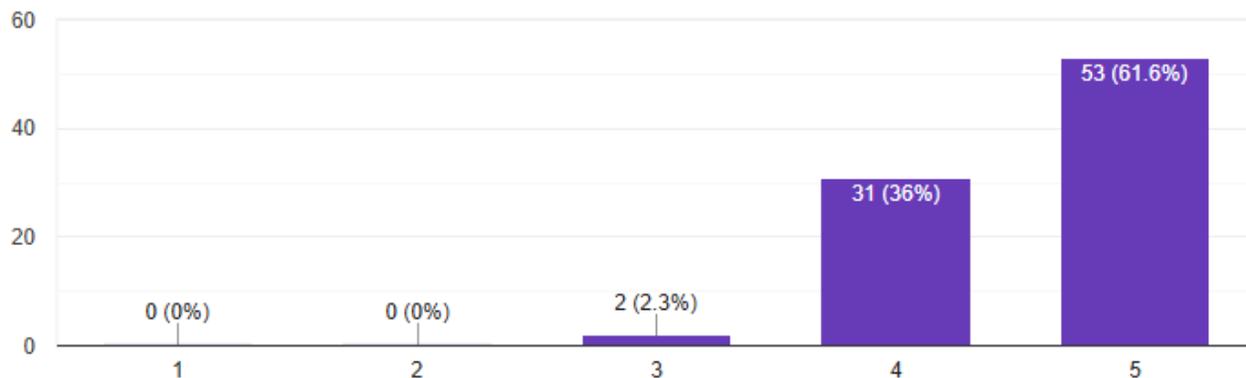
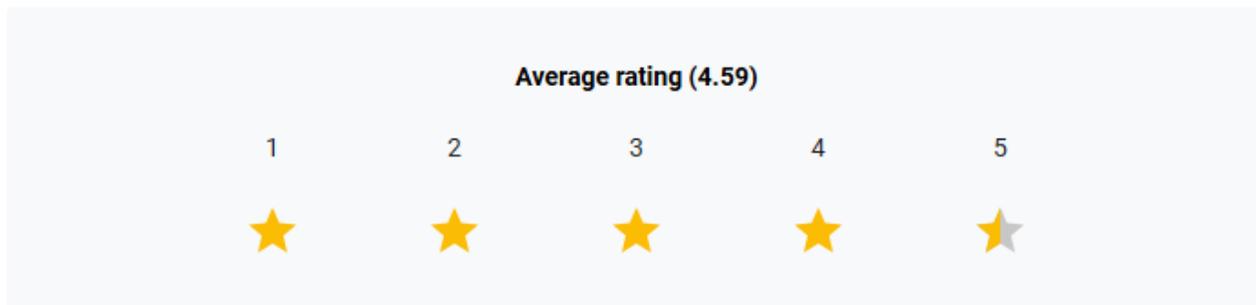
86 responses



Explained the purpose of tests and treatment (1 meaning poor, 5 being excellent)

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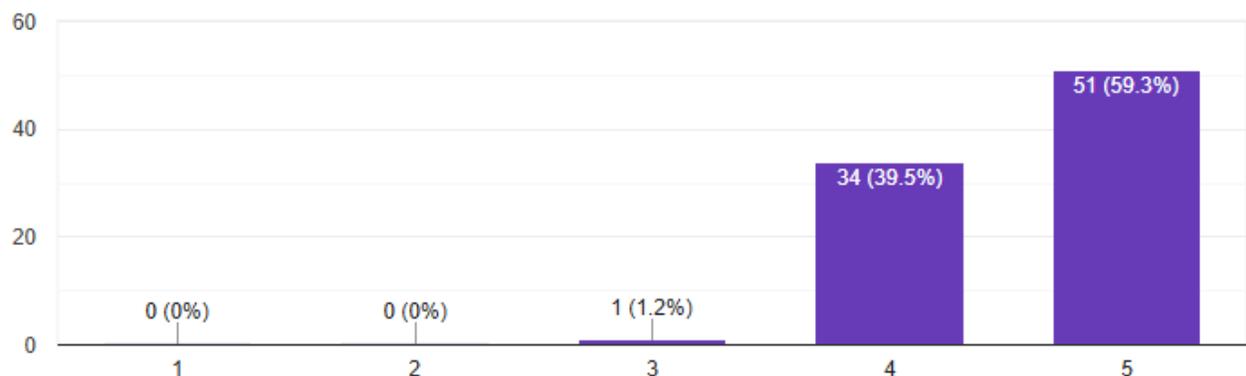
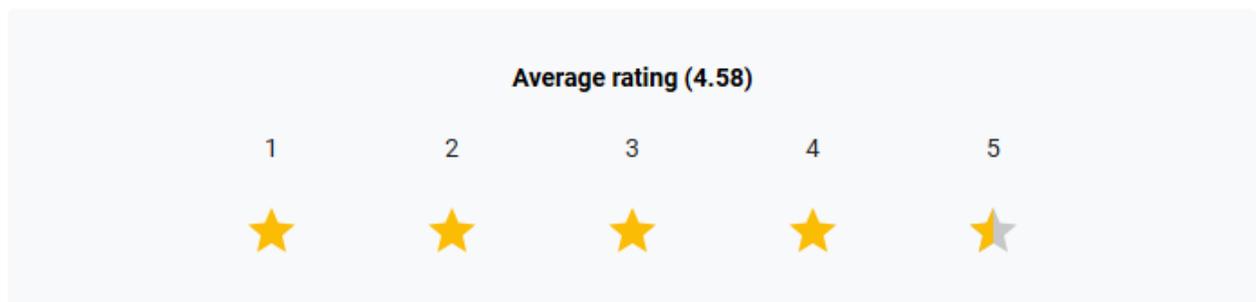
86 responses



Helped you understand what to do when you went home (1 meaning poor, 5 being excellent)

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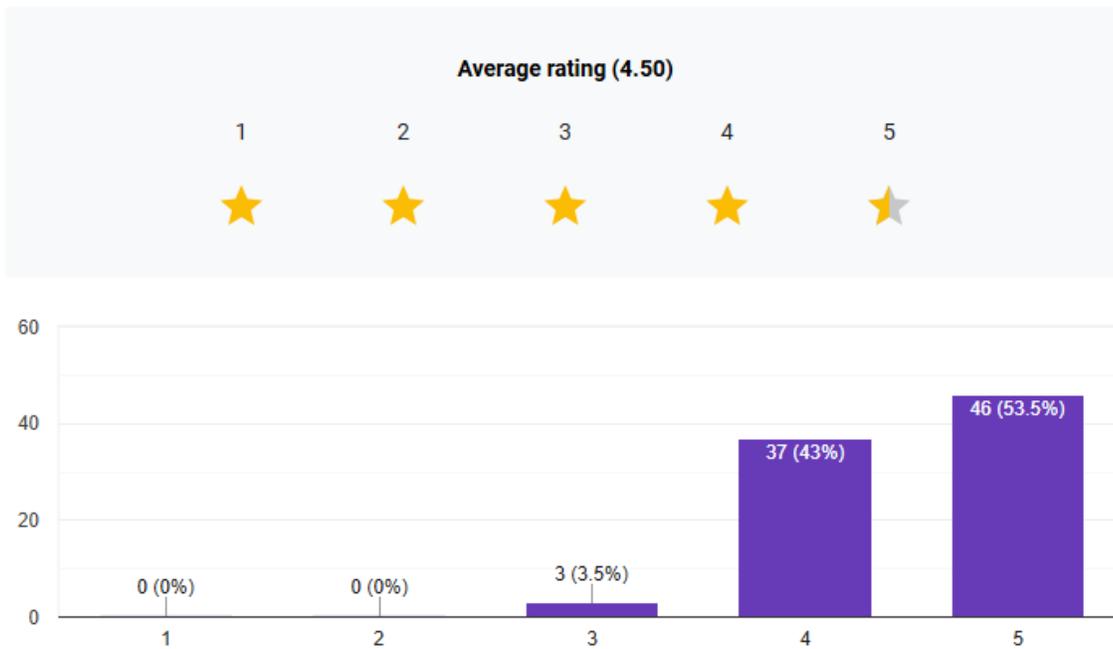
86 responses



Guided you on how to take the medicine correctly (1 meaning poor, 5 being excellent)

[Copy chart](#)

86 responses

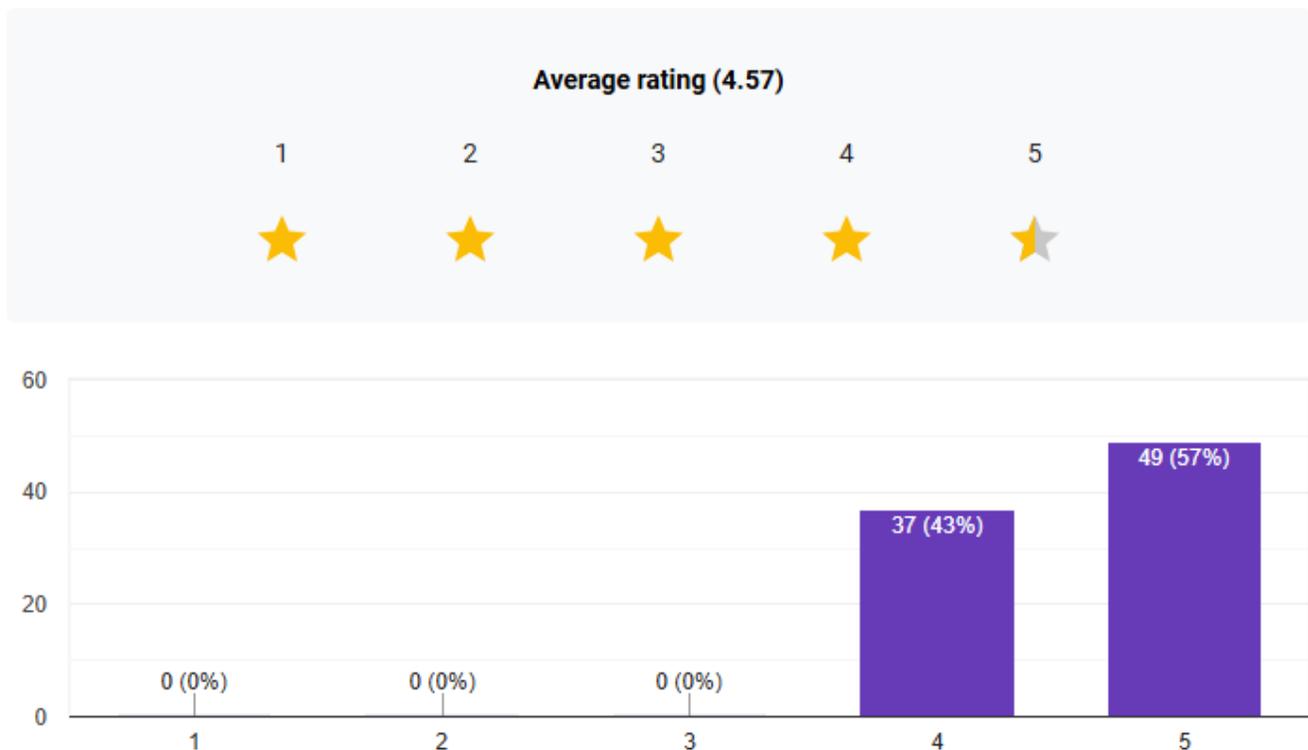


The information given to you by the Doctor

Amount of useful information about your condition (1 meaning poor, 5 being excellent)

[Copy chart](#)

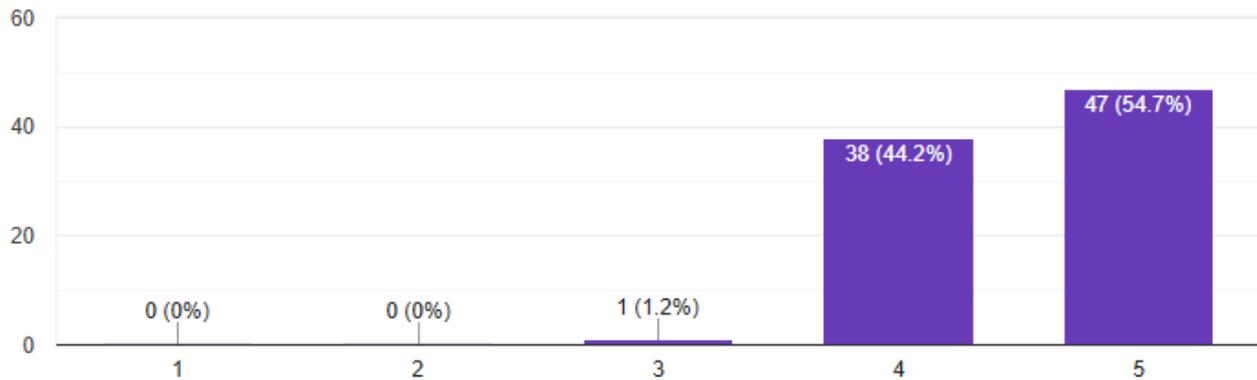
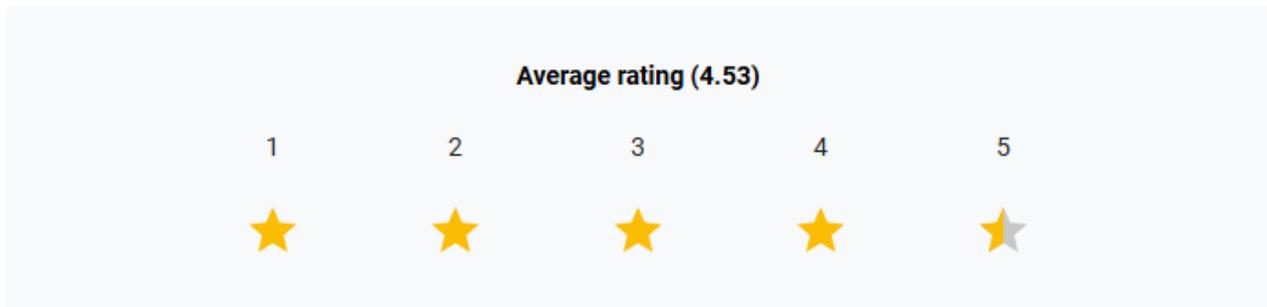
86 responses



The amount of useful information about your treatment (1 meaning poor, 5 being excellent)

[Copy chart](#)

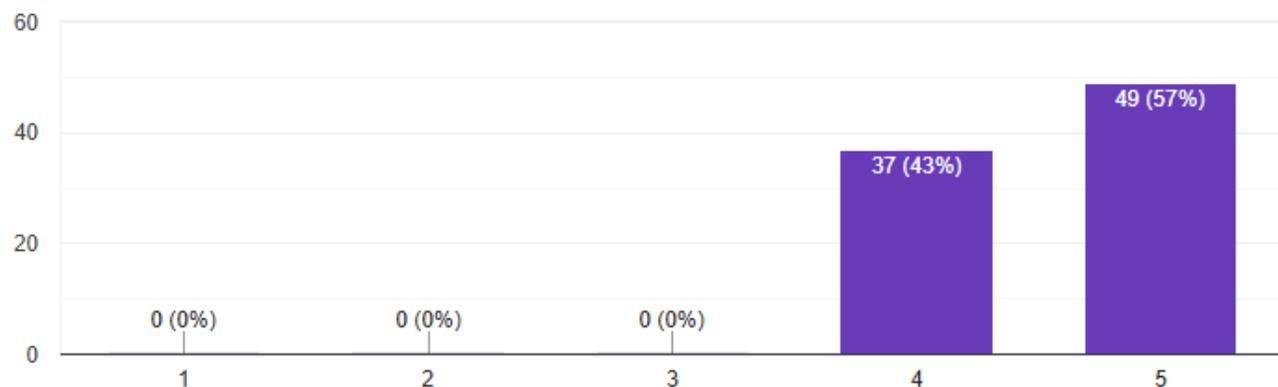
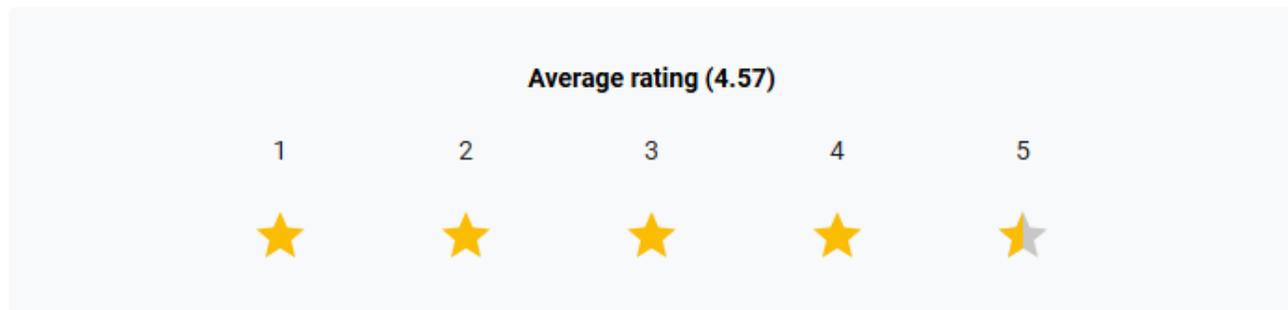
86 responses



Information about how to take your medicine (1 meaning poor, 5 being excellent)

[Copy chart](#)

86 responses



Information about side effect of treatment (1 meaning poor, 5 being excellent)

[Copy chart](#)

85 responses

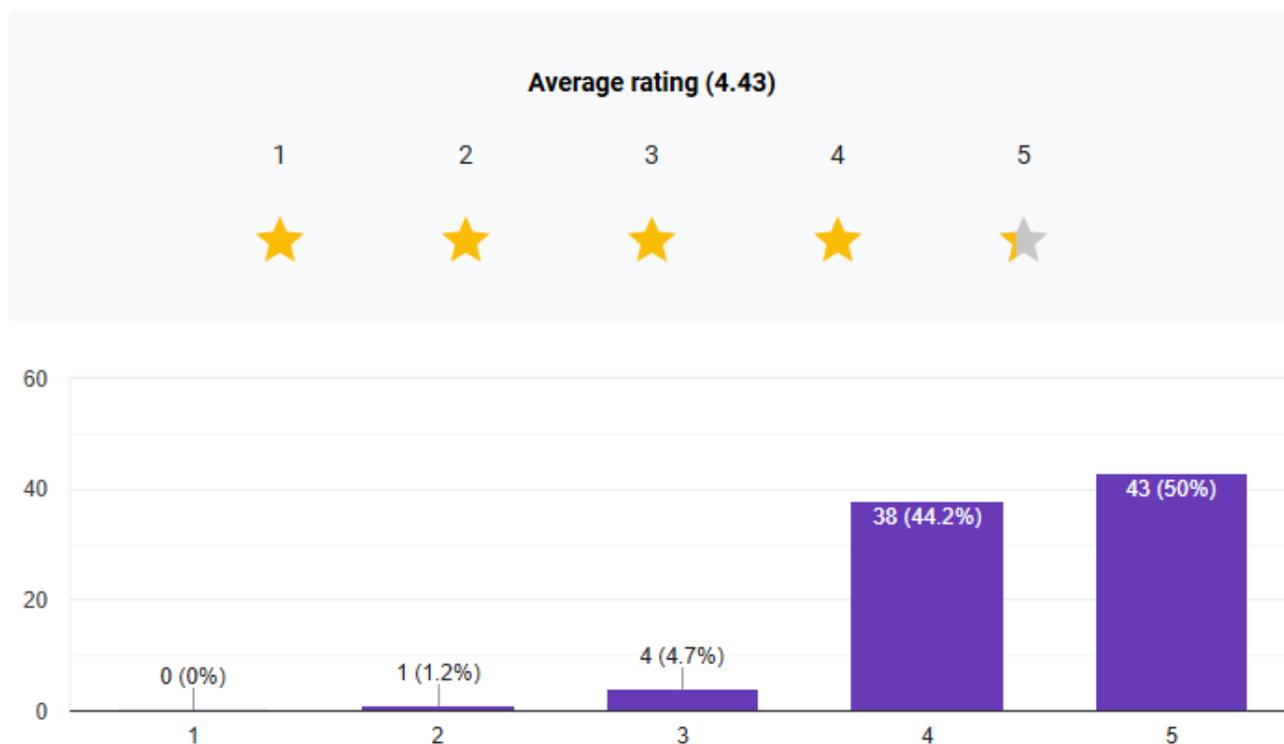


Experience of privacy

Privacy in the waiting area (1 meaning poor, 5 being excellent)

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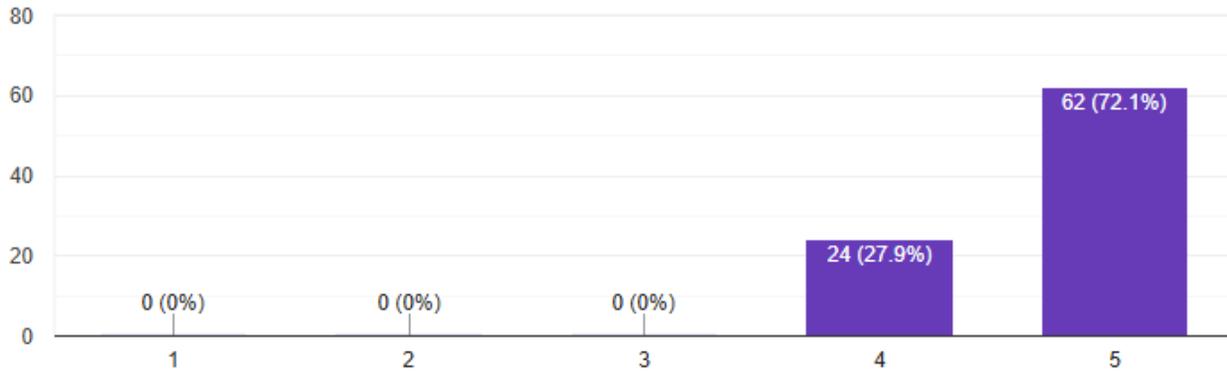
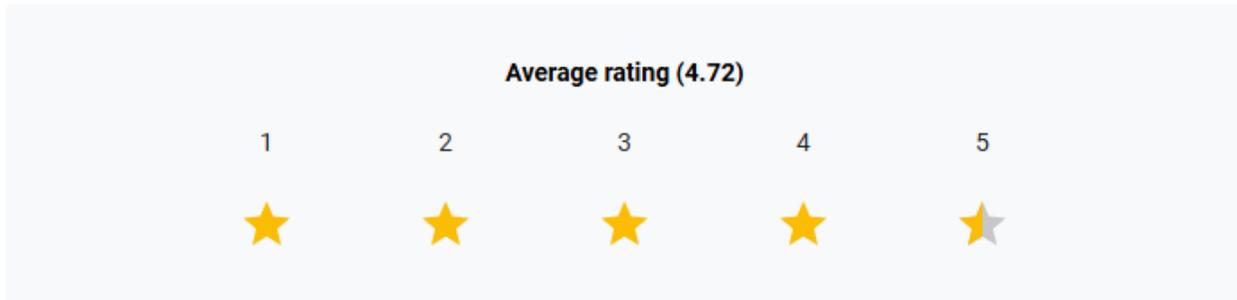
86 responses



Privacy when you were examined (1 meaning poor, 5 being excellent)

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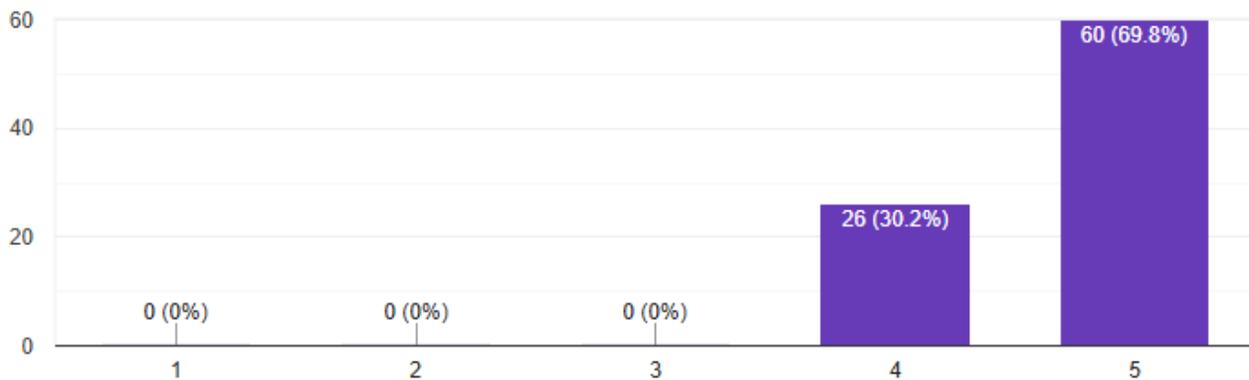
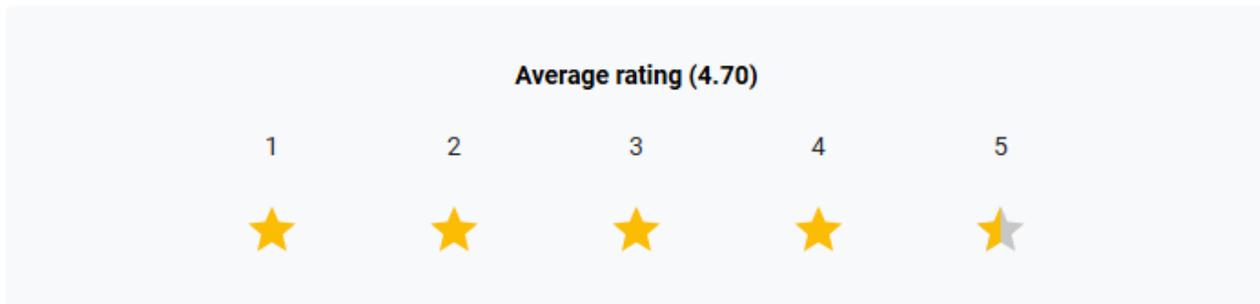
86 responses



Being able to discuss personal/sensitive issues (1 meaning poor, 5 being excellent)

[Copy chart](#)

86 responses

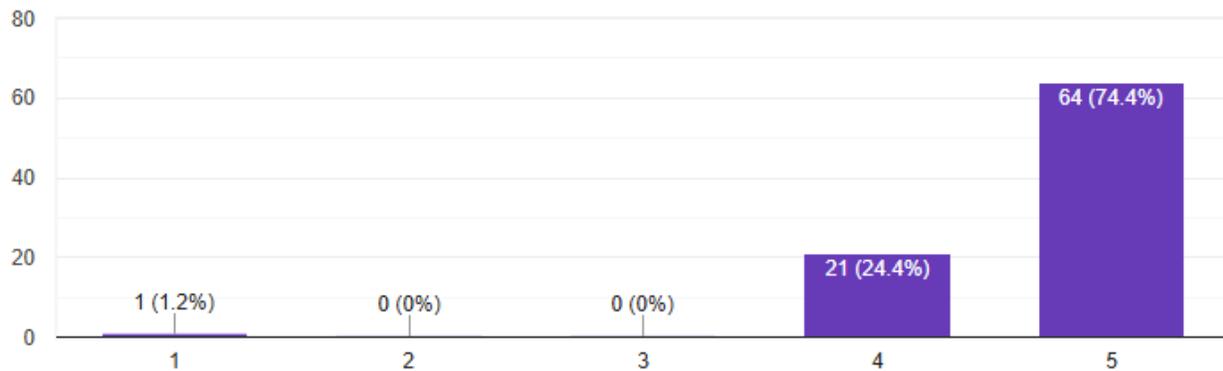
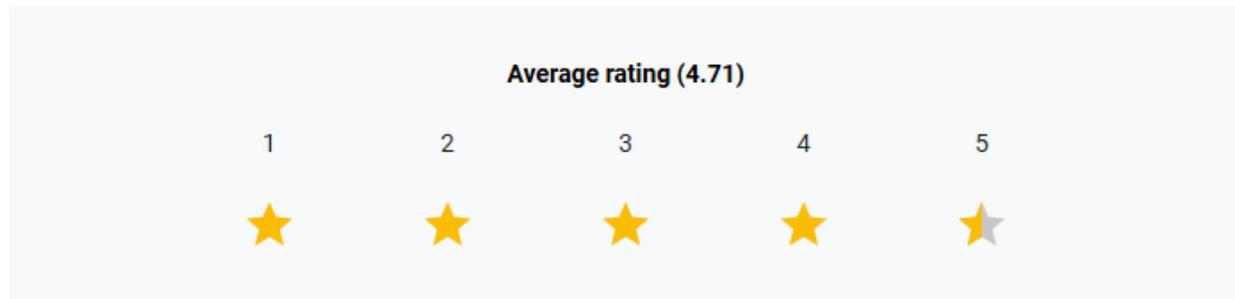


Experience of the way your doctor worked with other health professionals

Knew your medical history at the clinic (1 meaning poor, 5 being excellent)

[Copy chart](#)

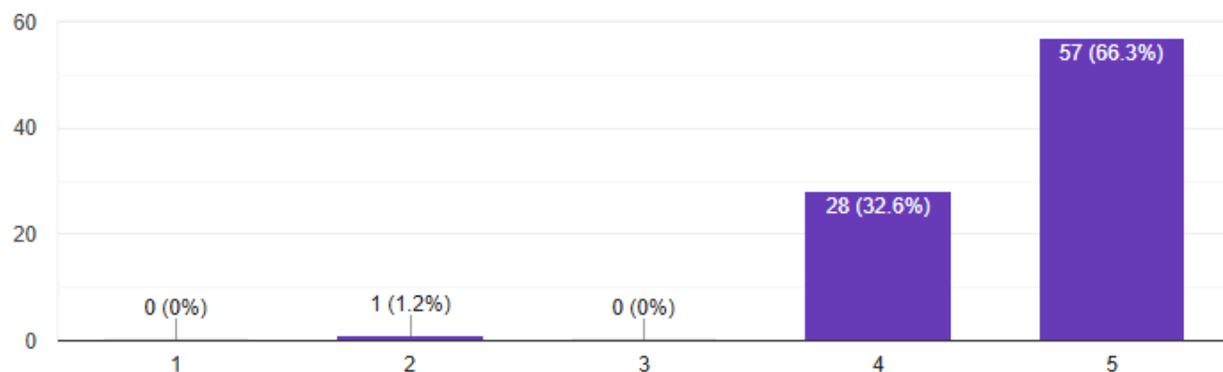
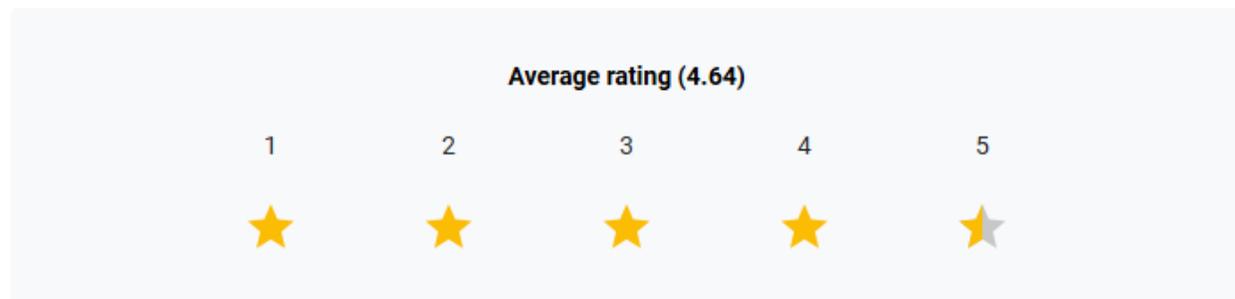
86 responses



Gave you options for specialists or other healthcare providers (1 meaning poor, 5 being excellent)

[Copy chart](#)

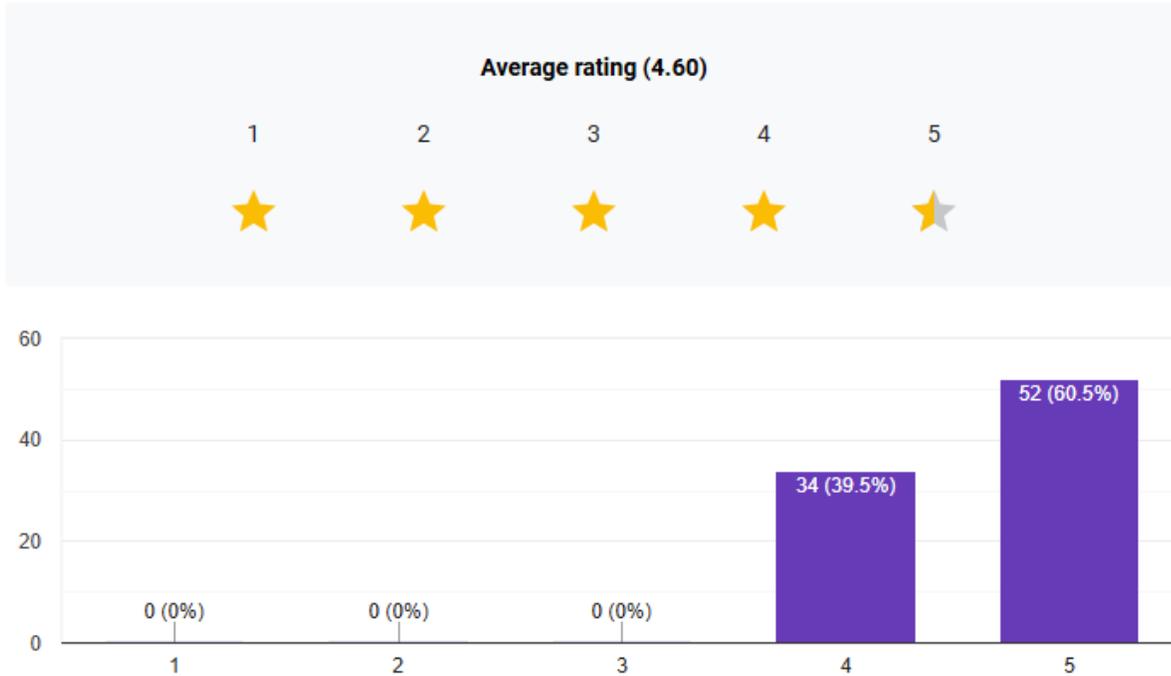
86 responses



Allowed you to have the final choice about which professionals to see (1 meaning poor, 5 being excellent)

[Copy chart](#)

86 responses

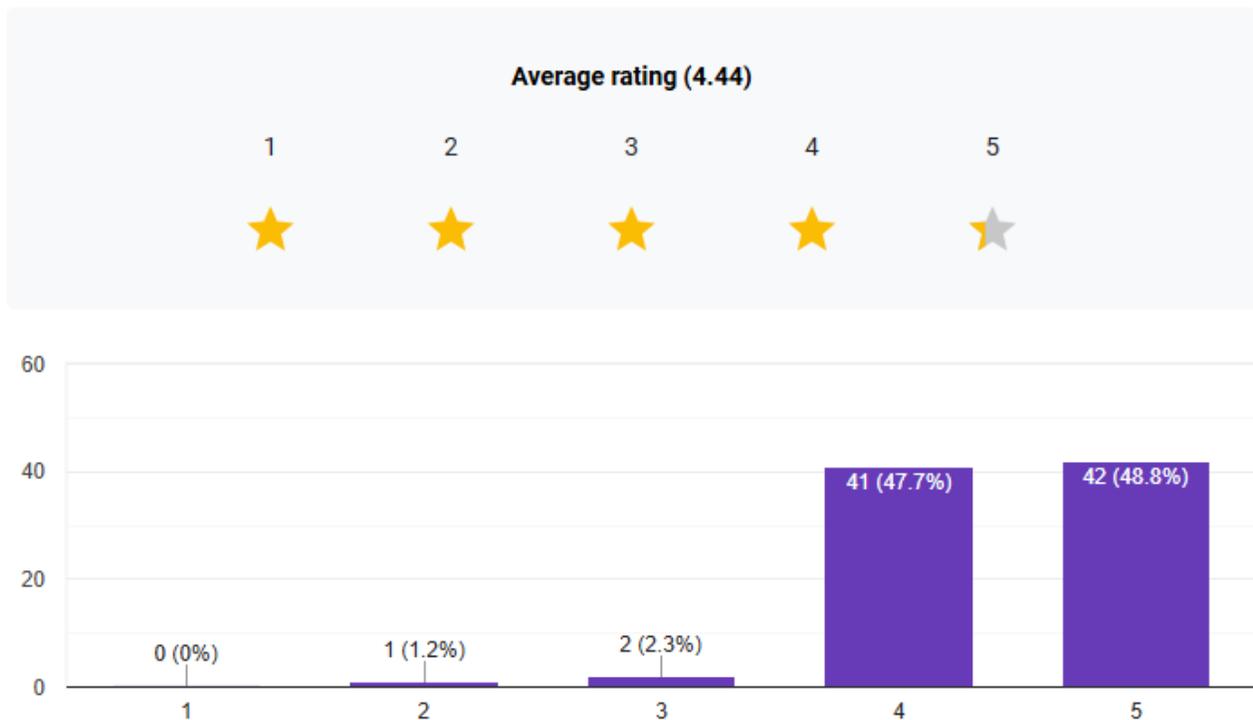


Your experience with First Avenue Family Practice

Suitability of clinic opening hours (1 meaning poor, 5 being excellent)

[Copy chart](#)

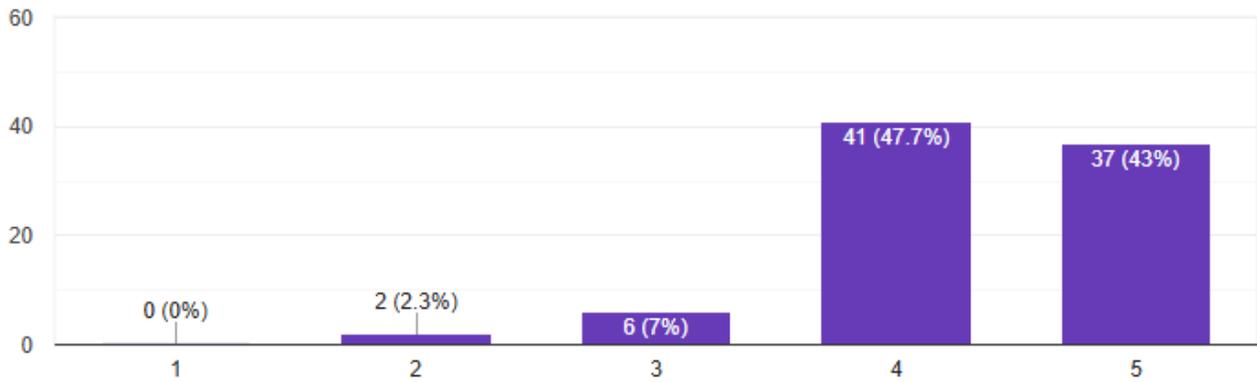
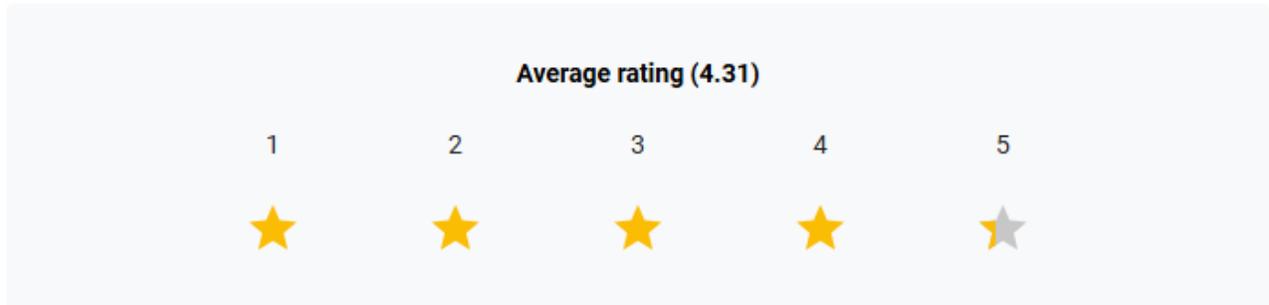
86 responses



Information about where to get medical care when clinic is closed (1 meaning poor, 5 being excellent)

[Copy chart](#)

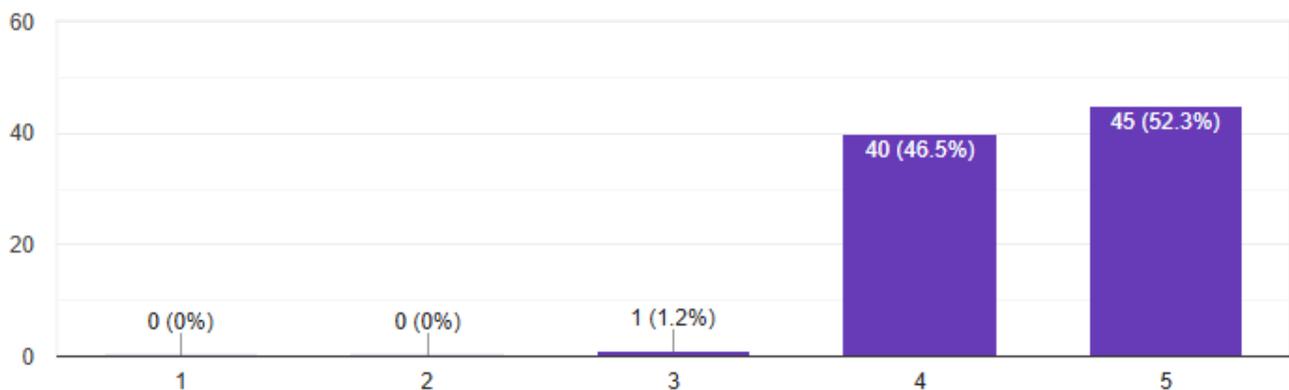
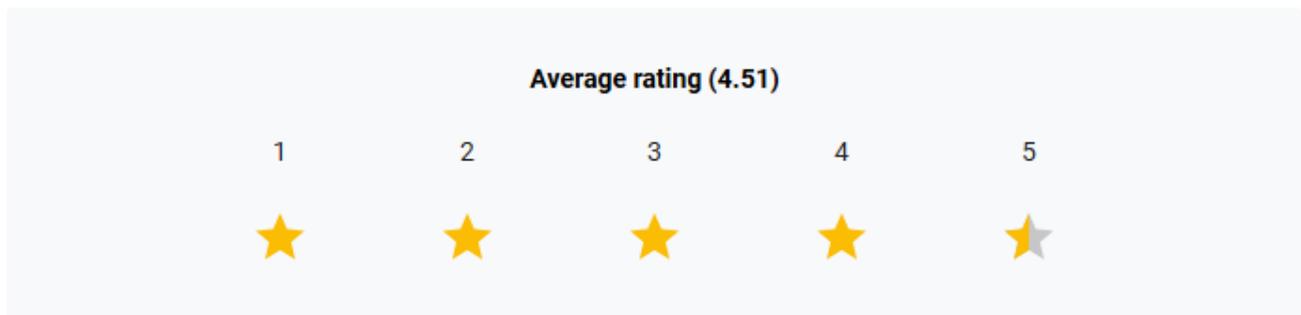
86 responses



Providing test results in an understandable way (1 meaning poor, 5 being excellent)

[Copy chart](#)

86 responses



If you could change 1 thing about the practice, what would you change?

9 responses

Doctor should clarify what type of consult we will be billed for (standard , long etc) before we head out to the reception to pay .

All good as far as I am concerned

Nothing very professional practice

More appointments available with certain doctors but I understand that they need their time off as well 😊

n/a

On site pathology all times practise is open

Making the chairs more comfortable in the waiting room

Billing for pensioners and students , should be covered by medicare

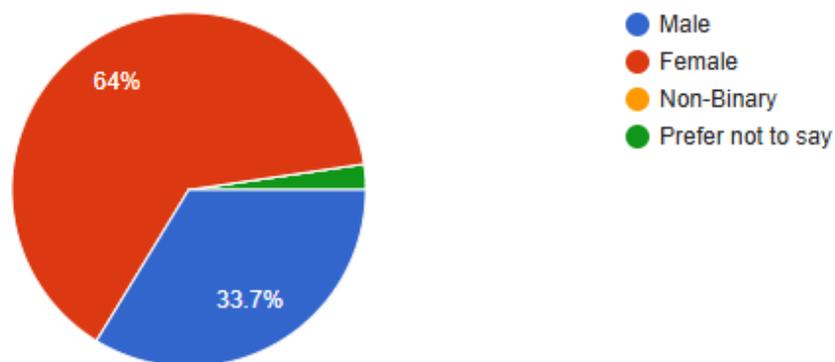
Nothing

Something about you

Are you?

86 responses

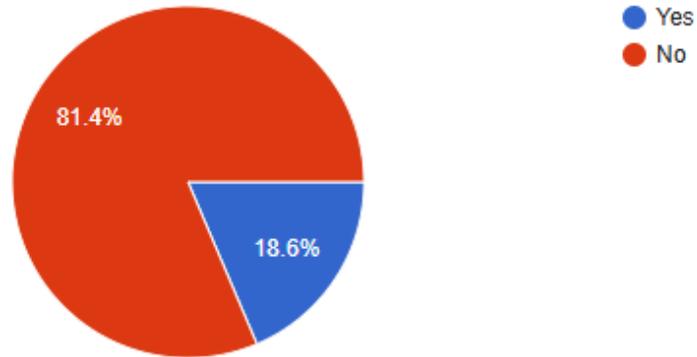
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Have you been to another GP surgery in the last year

86 responses

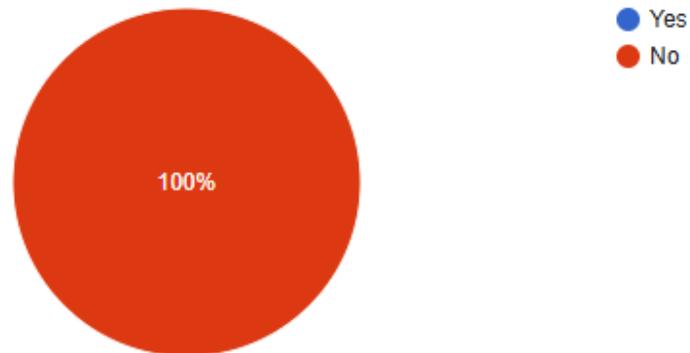
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Do you consider yourself to be Aboriginal and/or Torres Strait Islander

84 responses

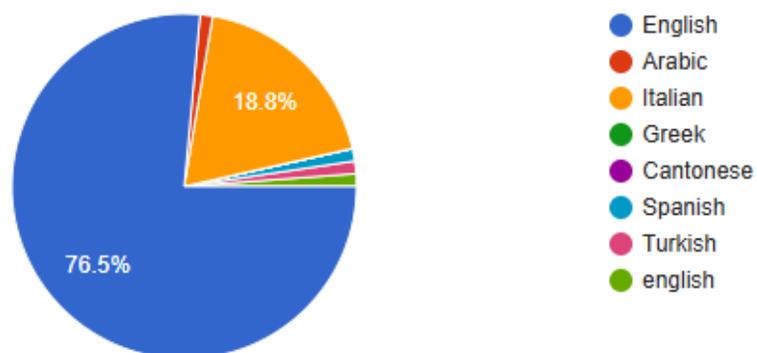
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Which languages do you speak at home

85 responses

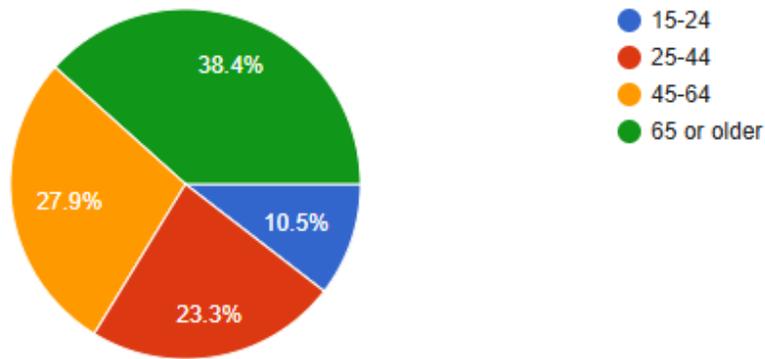
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What is your age

86 responses

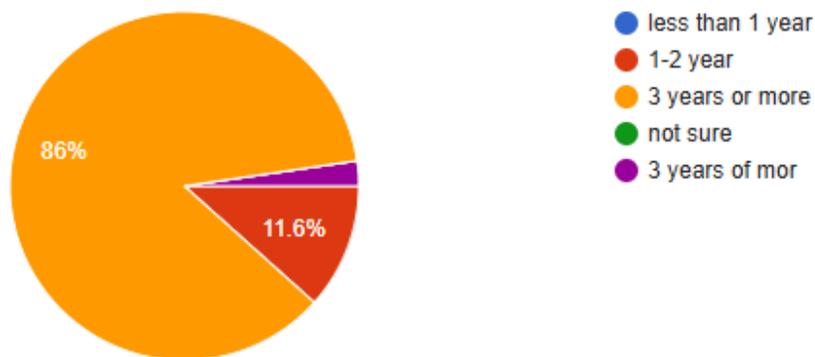
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How long have you been coming to this practice

86 responses

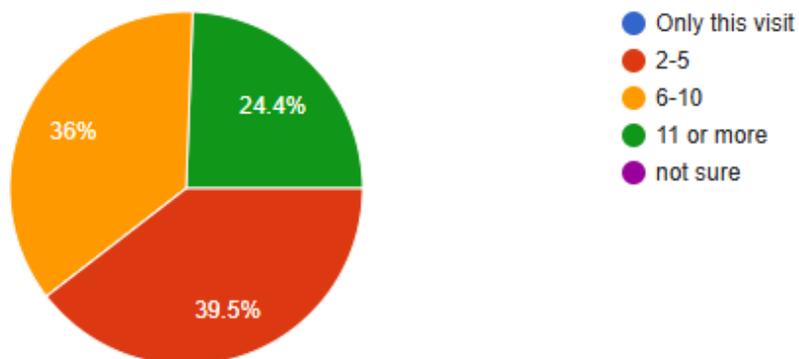
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How many times have you visited this practice in the last 12 months

86 responses

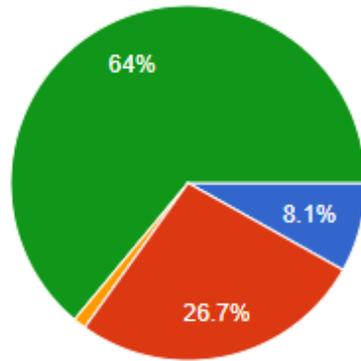
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Do you have any of these concession cards

[Copy chart](#)

86 responses

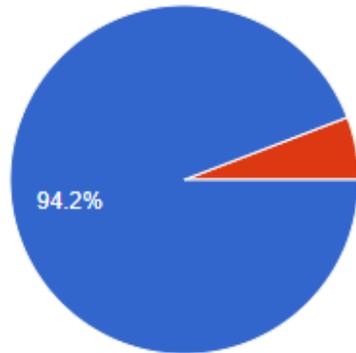


- health care card
- Pensioner concession care
- Any veterans Affairs treatment entitlement
- No concession card

Was this visit for yourself or someone you are caring for

[Copy chart](#)

86 responses

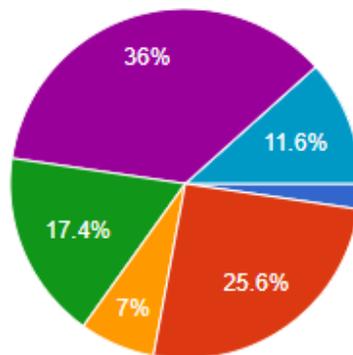


- Myself
- Someone else

What is the highest level of education you have reached

[Copy chart](#)

86 responses



- Some high school
- Completed high school
- Currently studying for a degree or diploma
- Completed a trade or technical qualification
- Completed a degree or diploma
- Postgraduate degree