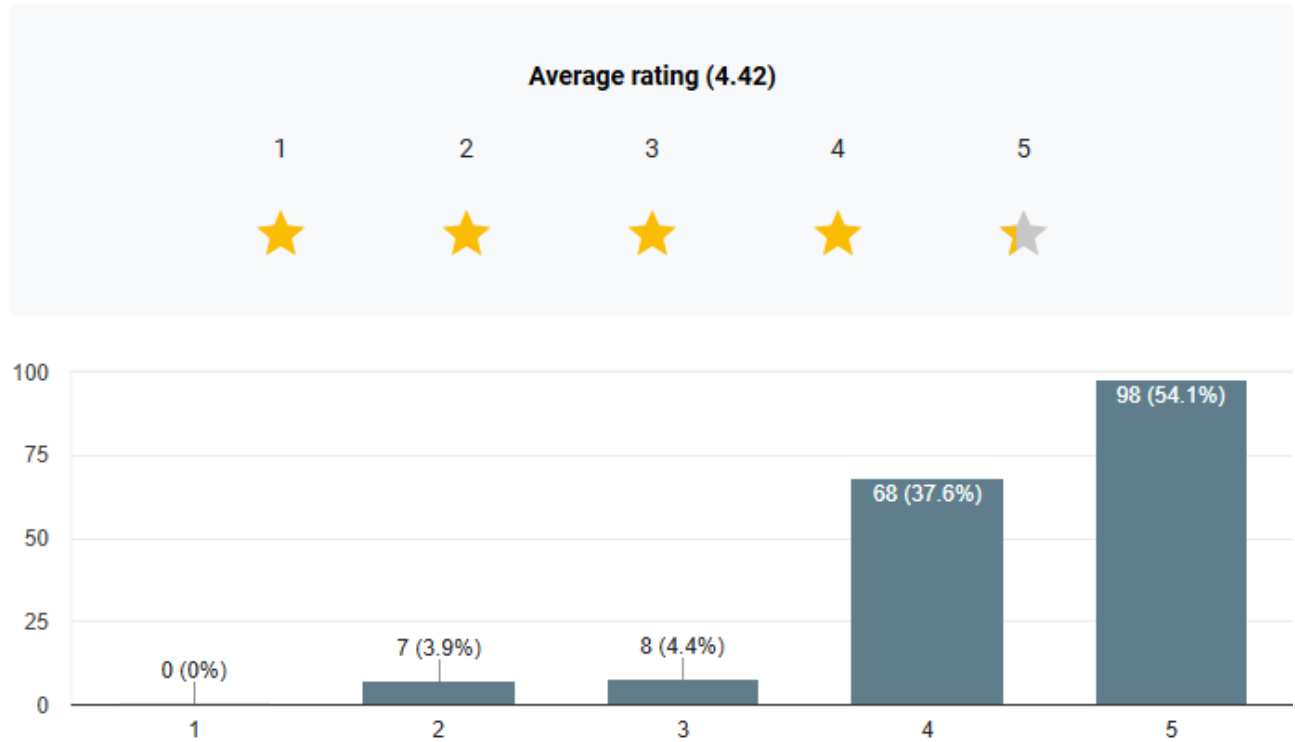


First Avenue Family Practice patient survey results

Making an appointment

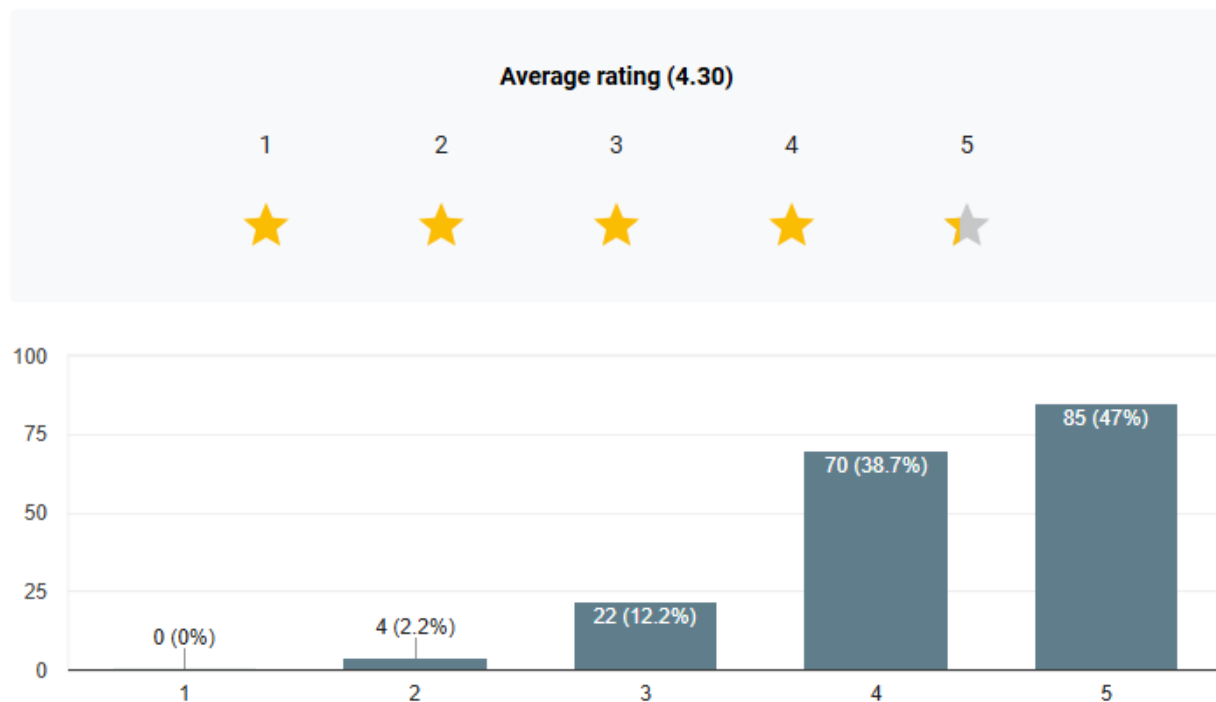
Seeing the clinician of your choice (1 meaning poor, 5 being excellent)

181 responses



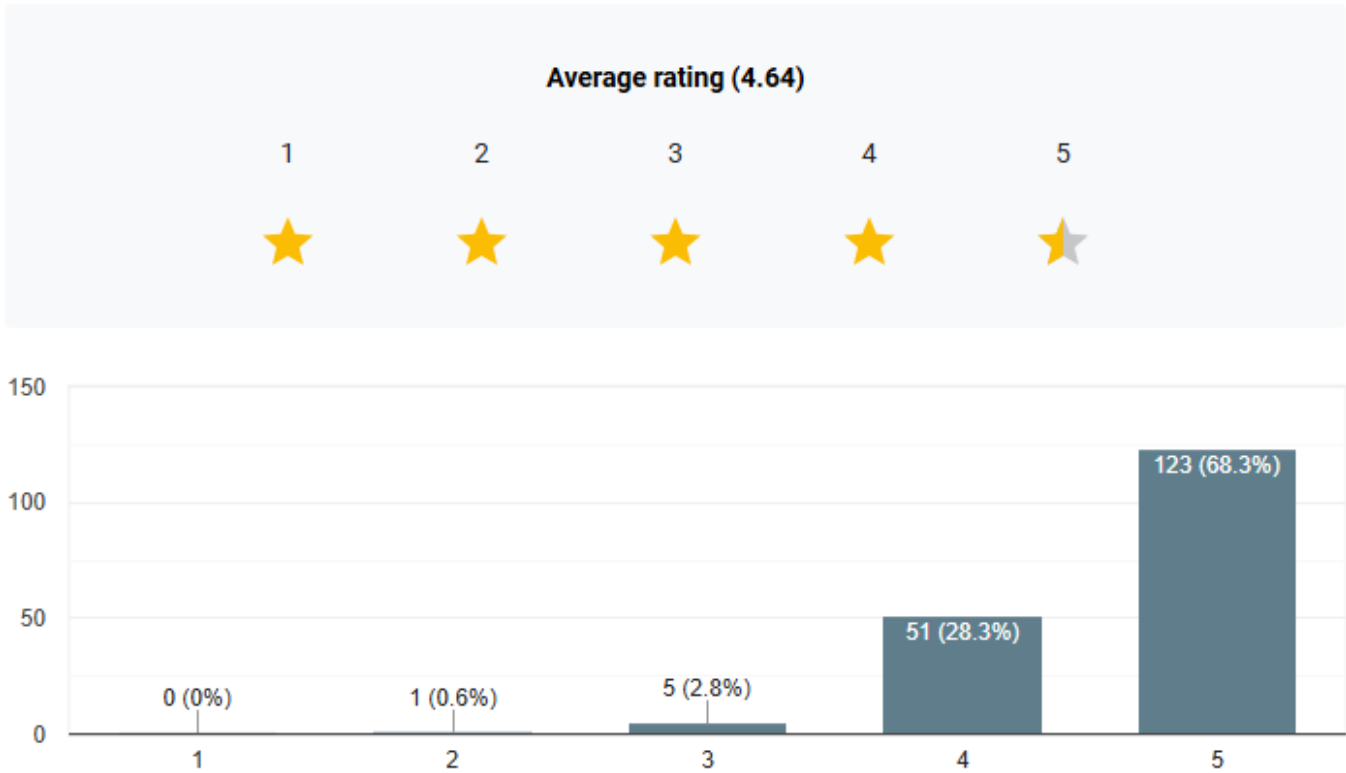
Getting an appointment time that suited you (1 meaning poor, 5 being excellent)

181 responses



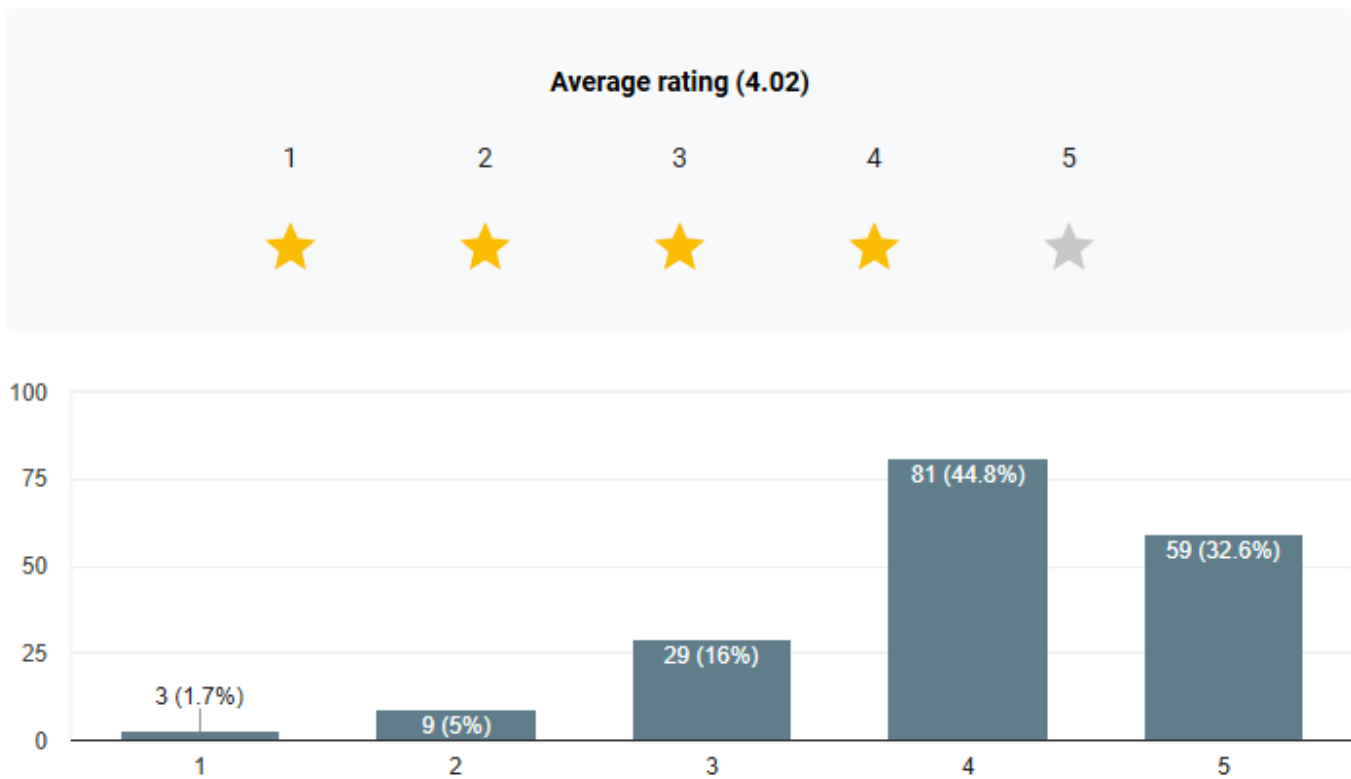
Getting reminders for your appointment (1 meaning poor, 5 being excellent)

180 responses



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

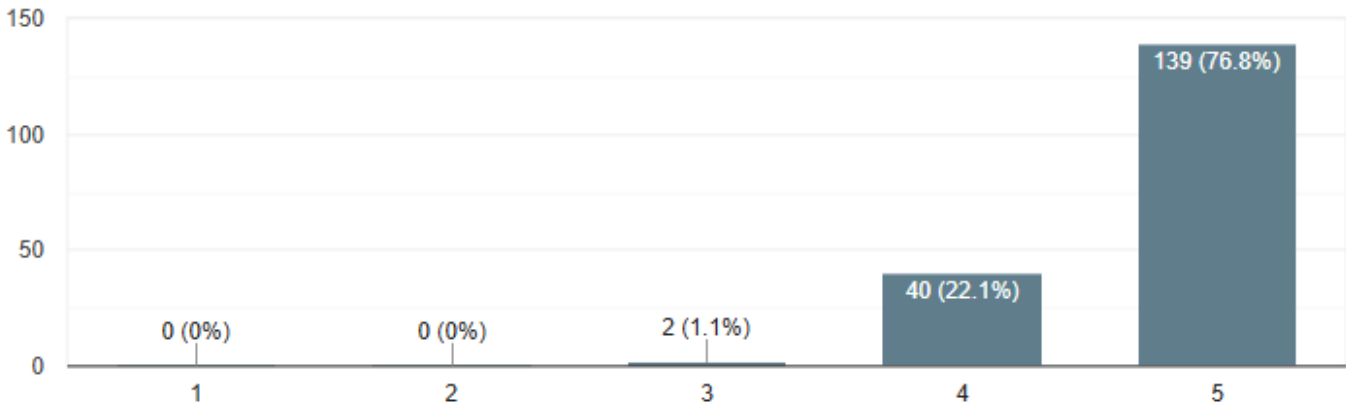
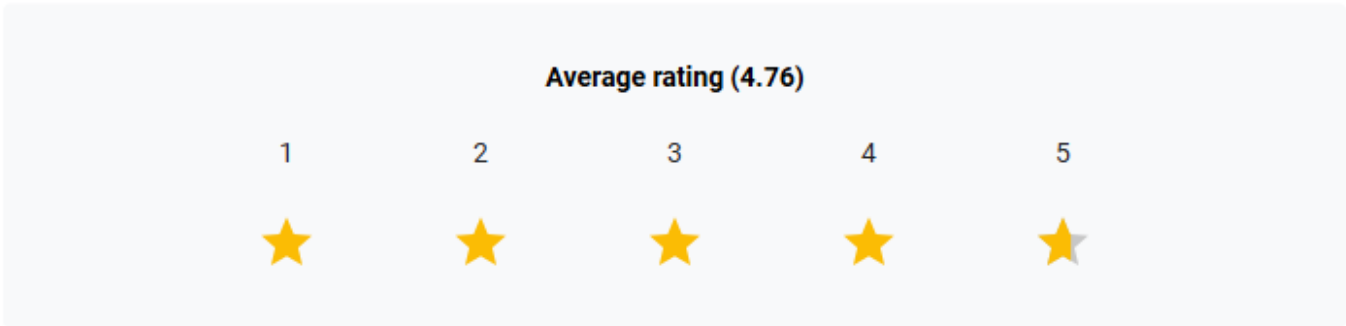
181 responses



Experience with reception staff

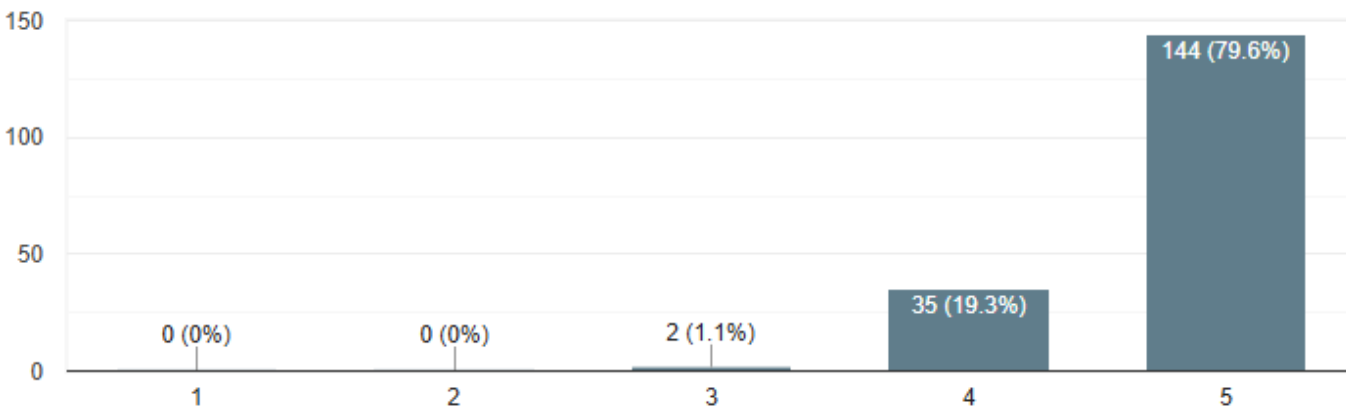
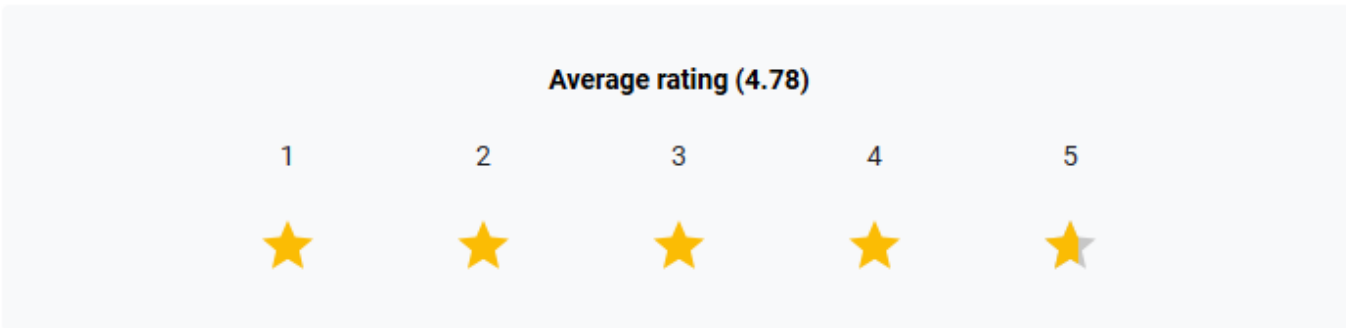
Welcoming upon your arrival (1 meaning poor, 5 being excellent)

181 responses



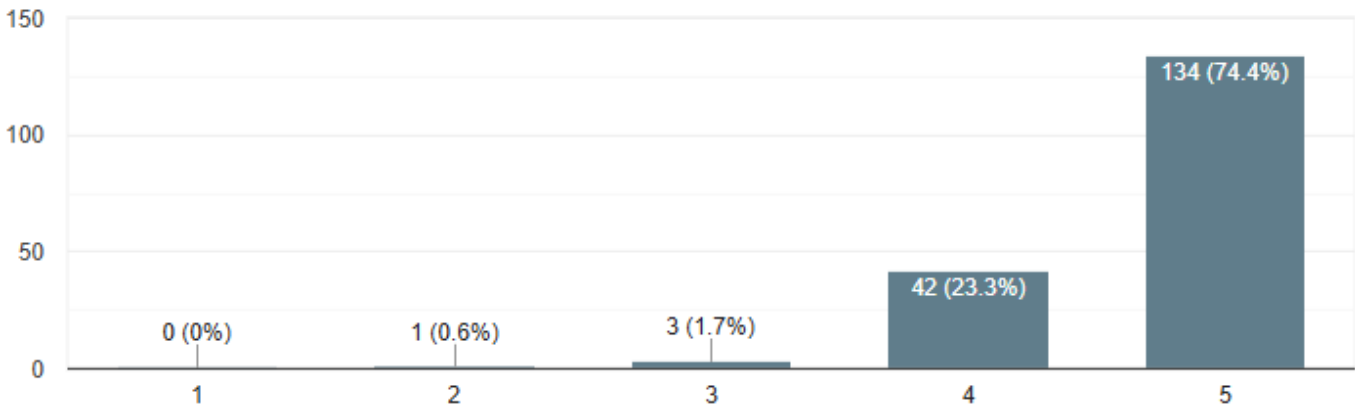
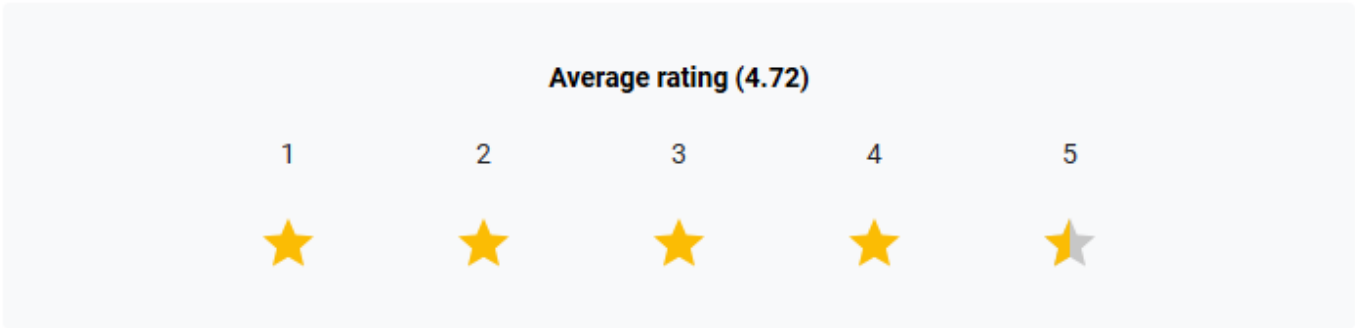
Were professional (1 meaning poor, 5 being excellent)

181 responses



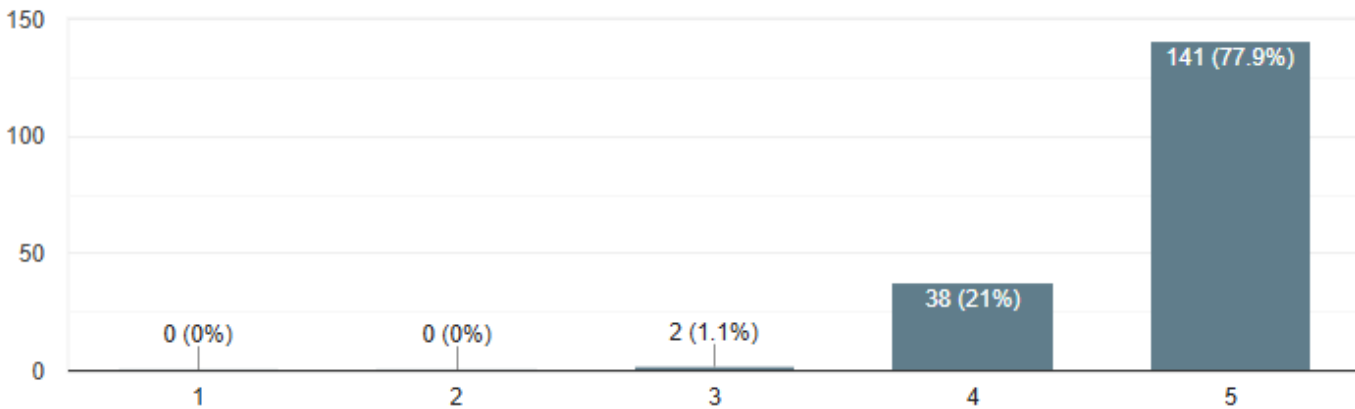
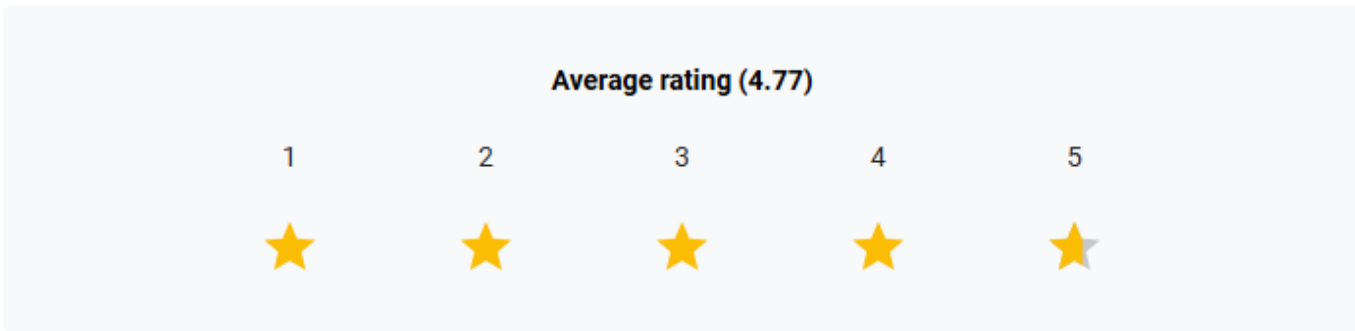
Considered your needs when making an appointment (1 meaning poor, 5 being excellent)

180 responses



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

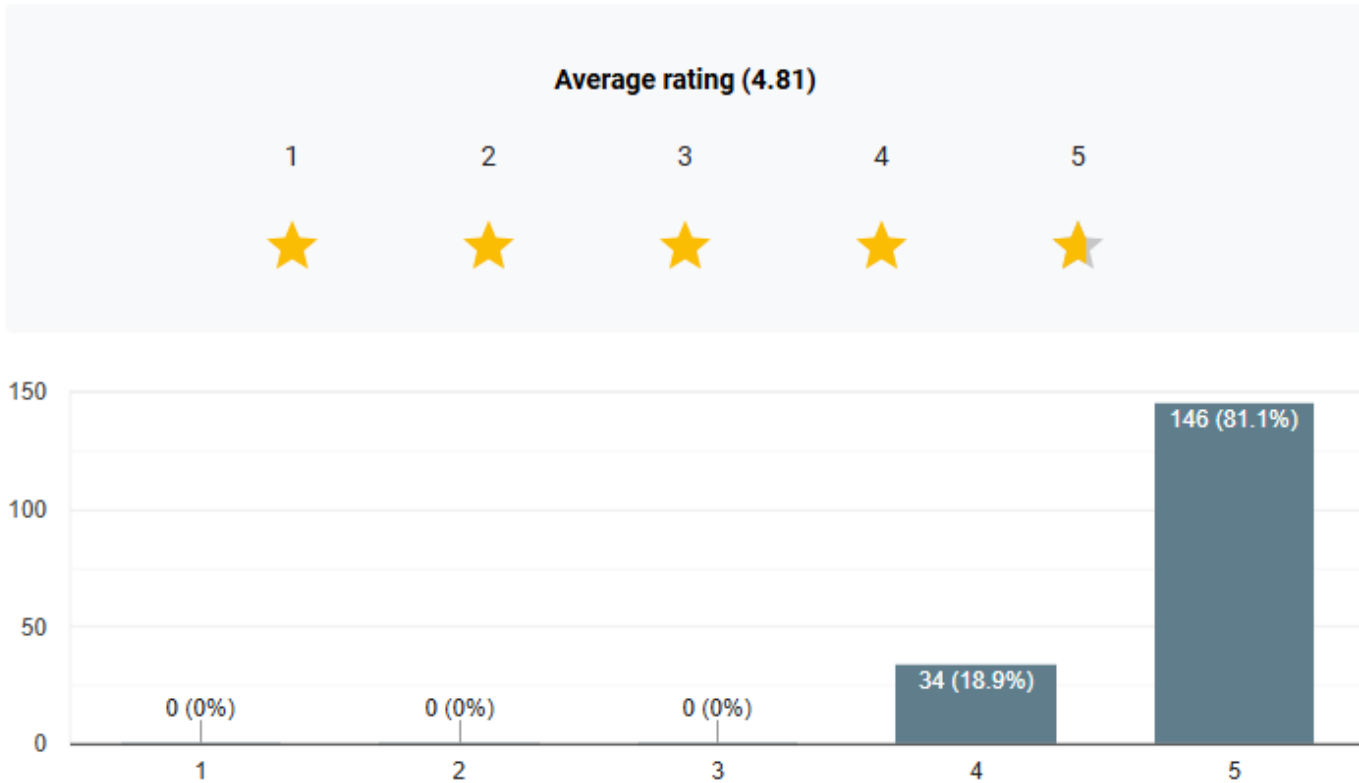
181 responses



Experience of interpersonal skill with the Doctor

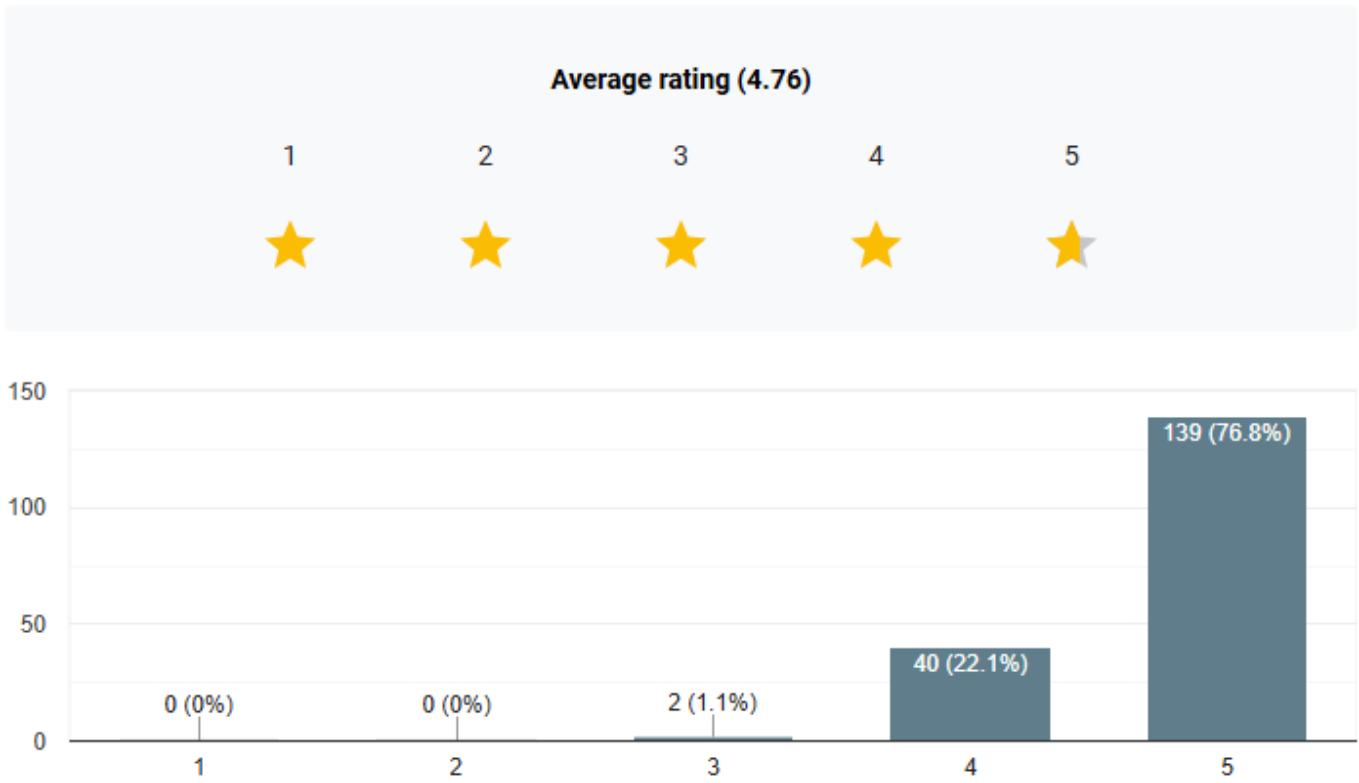
Treated you with respect (1 meaning poor, 5 being excellent)

180 responses



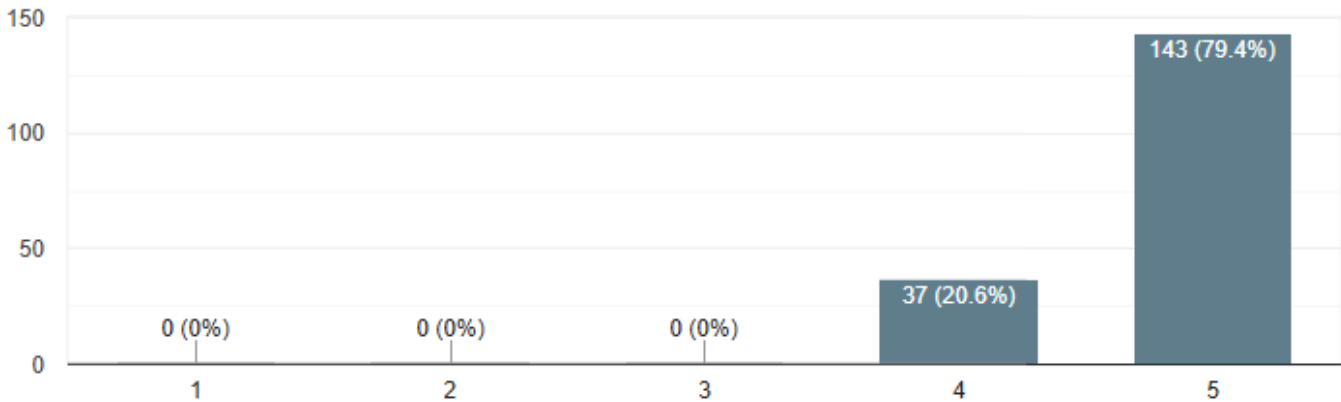
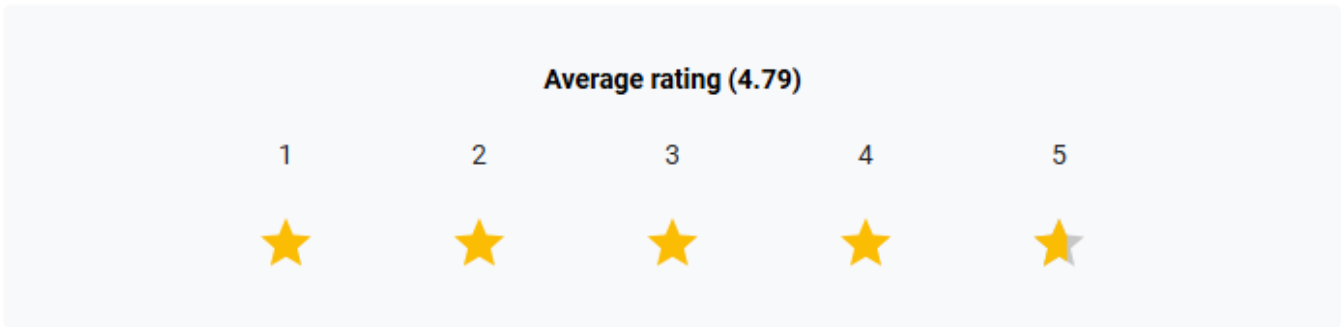
Understood your personal circumstances (1 meaning poor, 5 being excellent)

181 responses



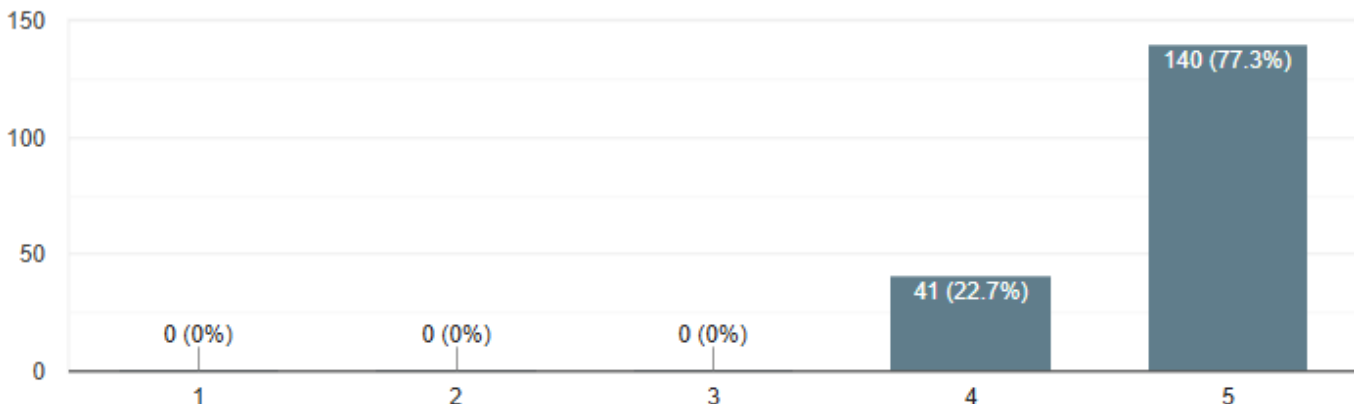
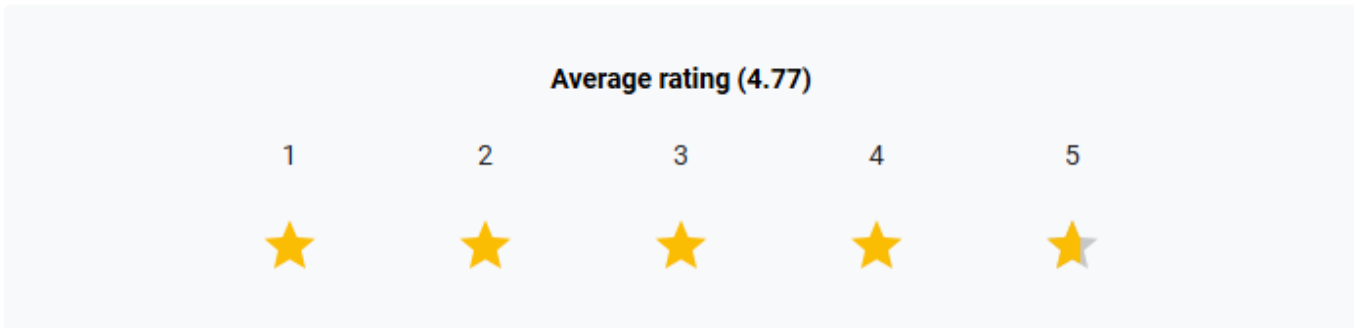
Made you feel comfortable (1 meaning poor, 5 being excellent)

180 responses



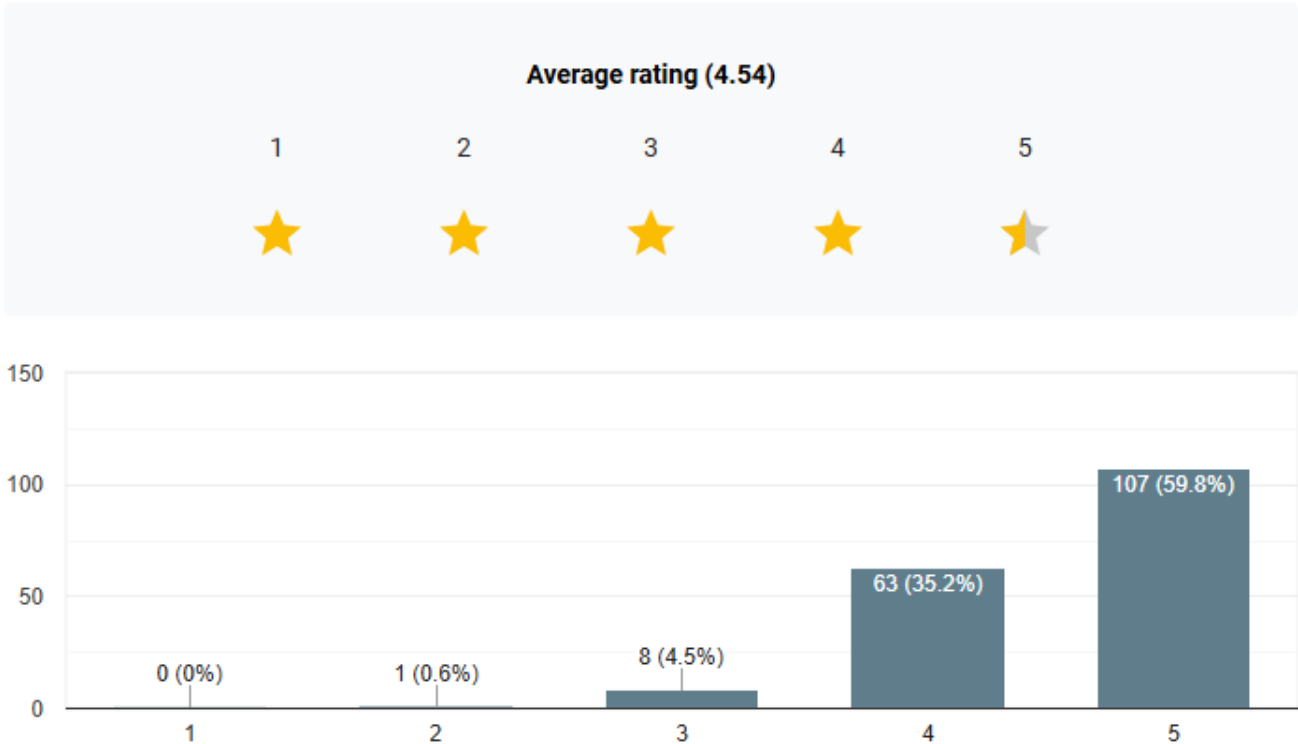
Showed sensitivity to your concerns (1 meaning poor, 5 being excellent)

181 responses



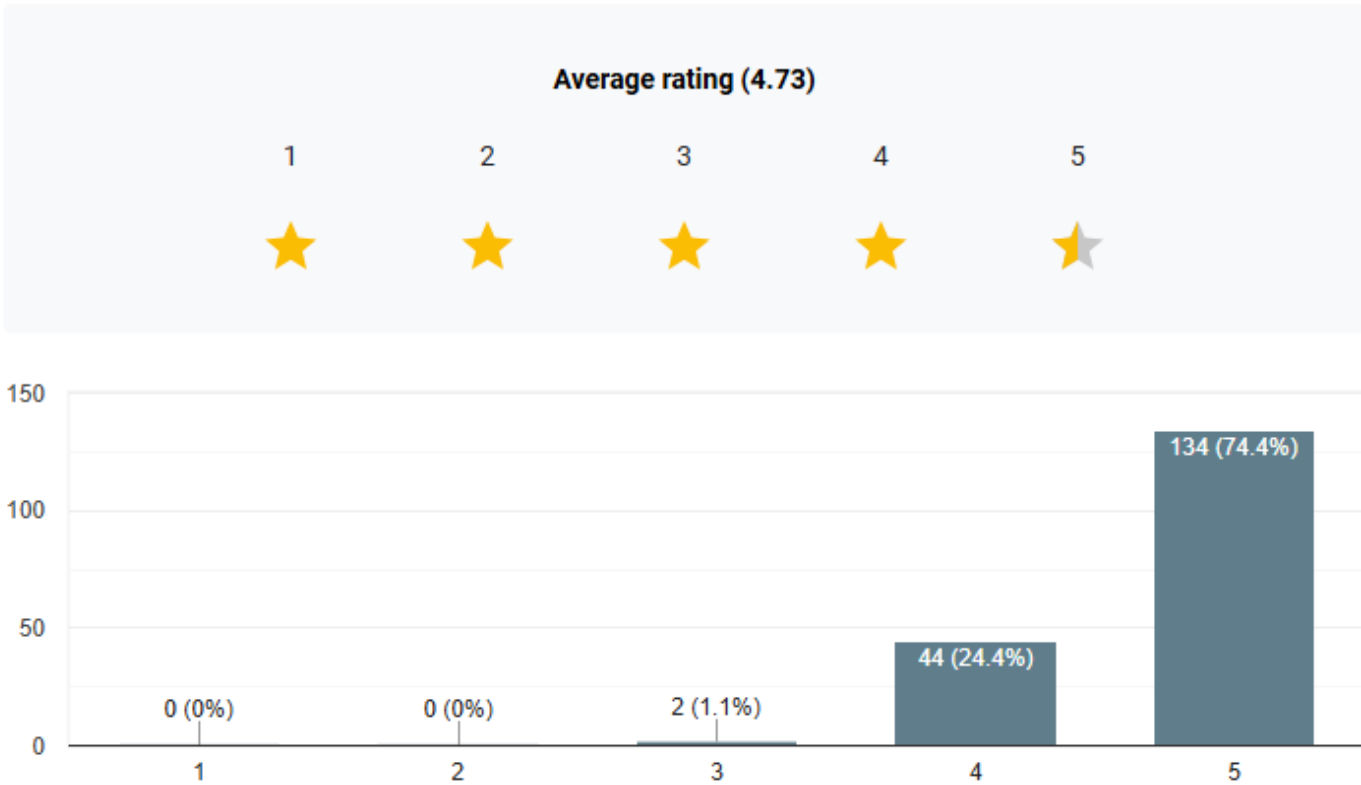
Let you discuss alternative therapies (1 meaning poor, 5 being excellent)

179 responses



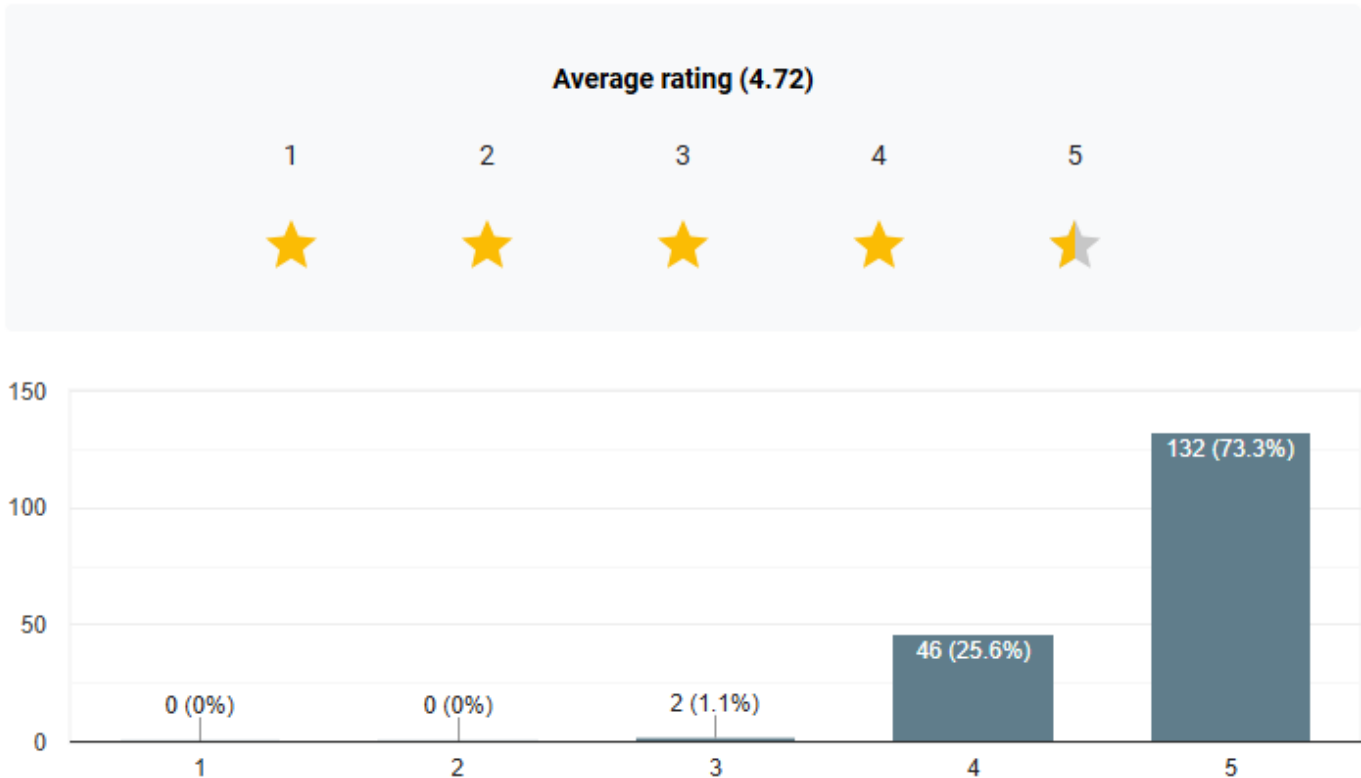
Your experience of the way Doctors communicated with you
Helped you understand your medical condition (1 meaning poor, 5 being excellent)

180 responses



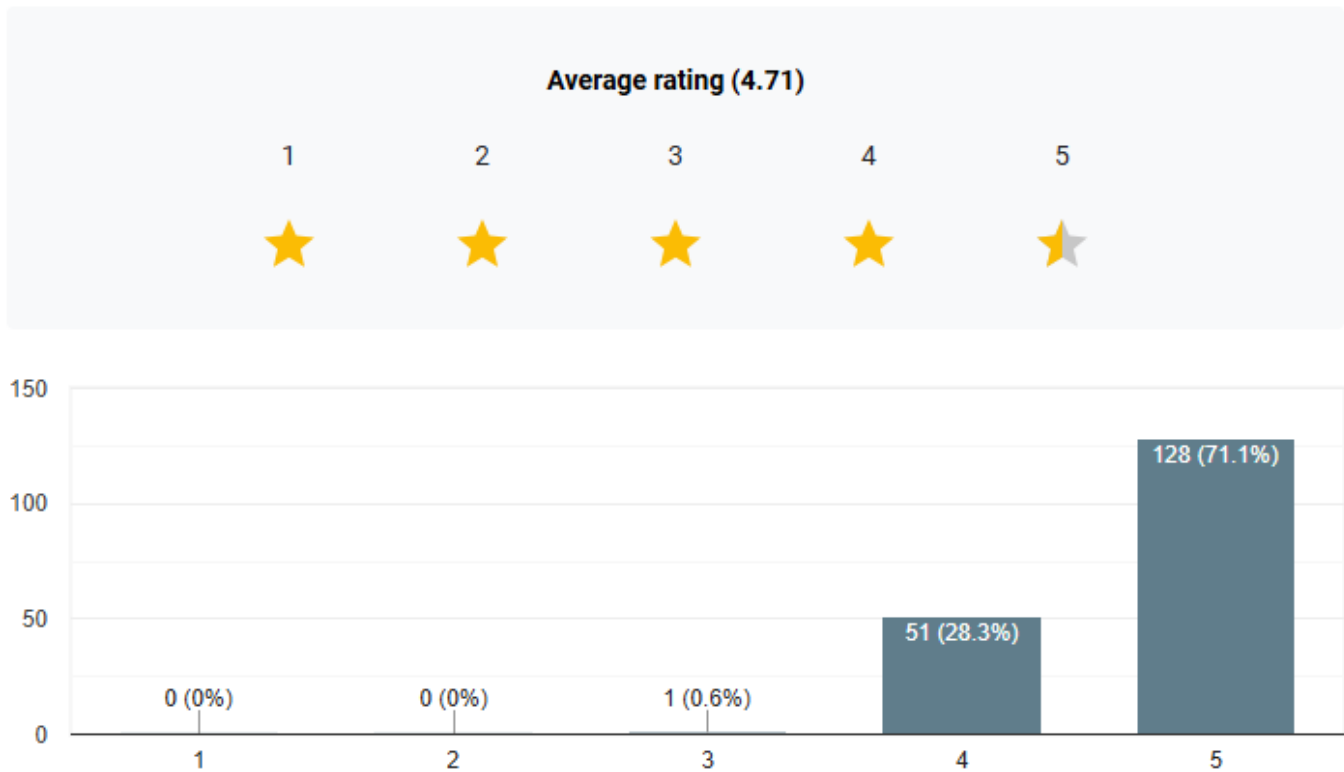
Explained the purpose of tests and treatment (1 meaning poor, 5 being excellent)

180 responses



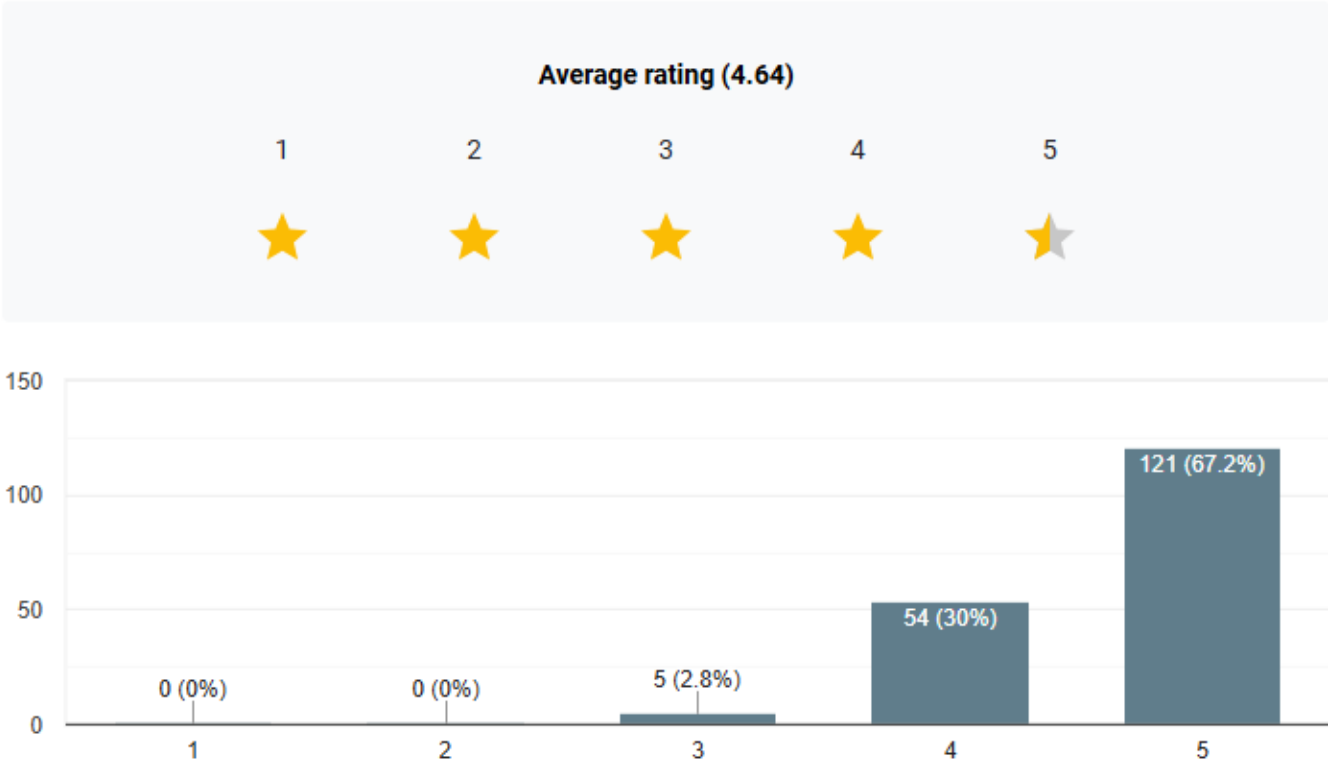
Helped you understand what to do when you went home (1 meaning poor, 5 being excellent)

180 responses



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

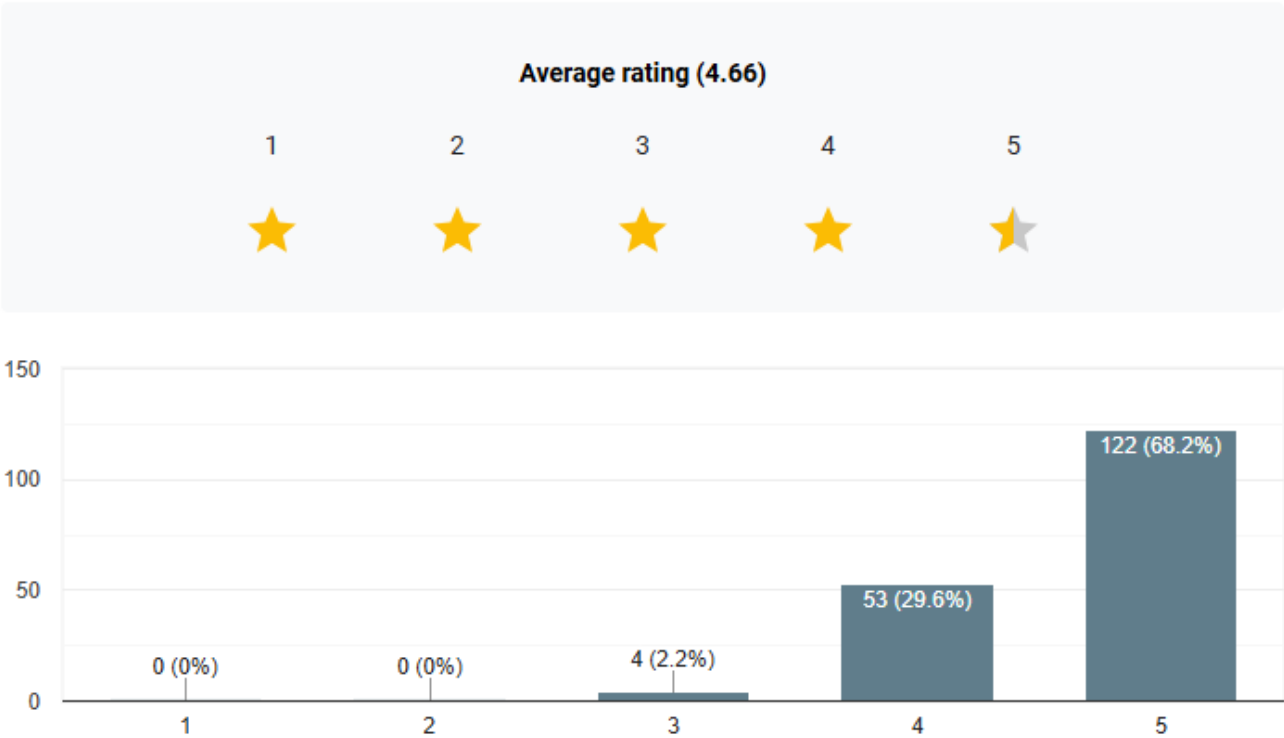
180 responses



The information given to you by the Doctor

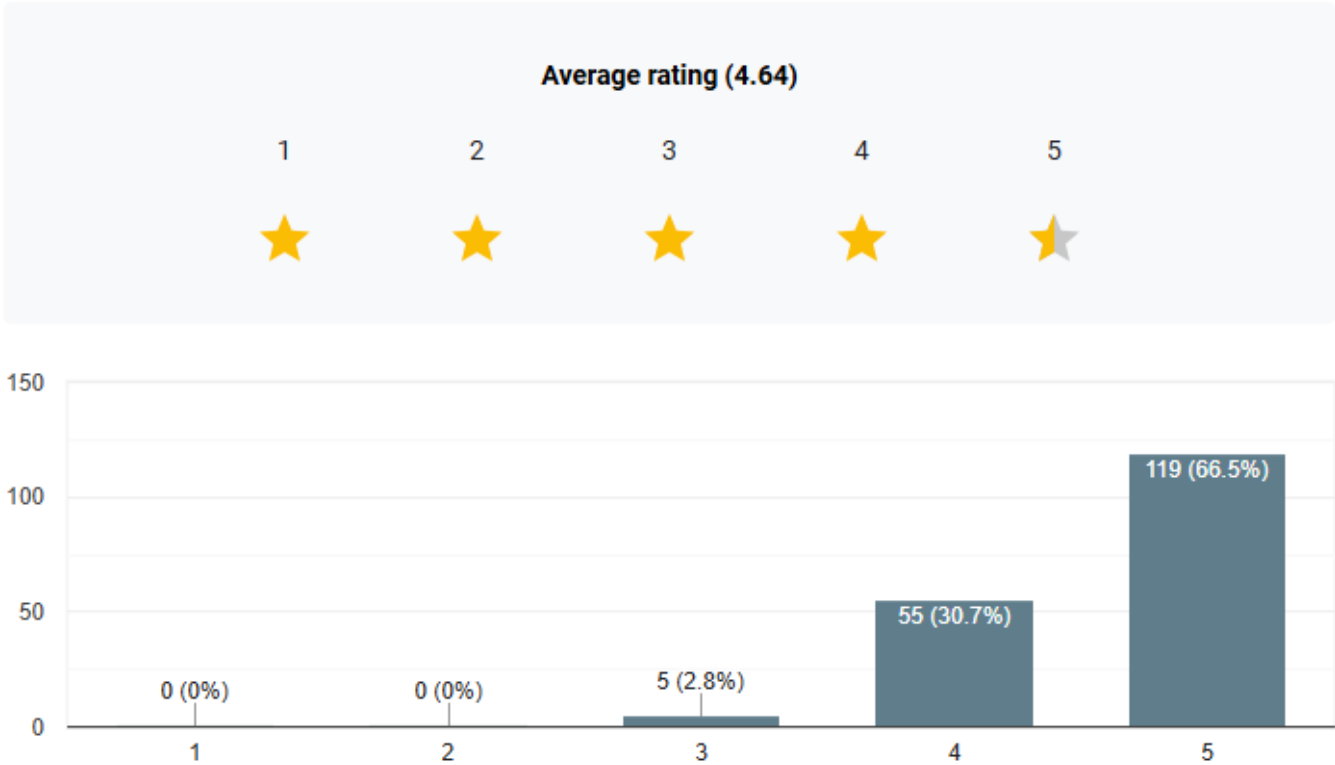
Amount of useful information about your condition (1 meaning poor, 5 being excellent)

179 responses



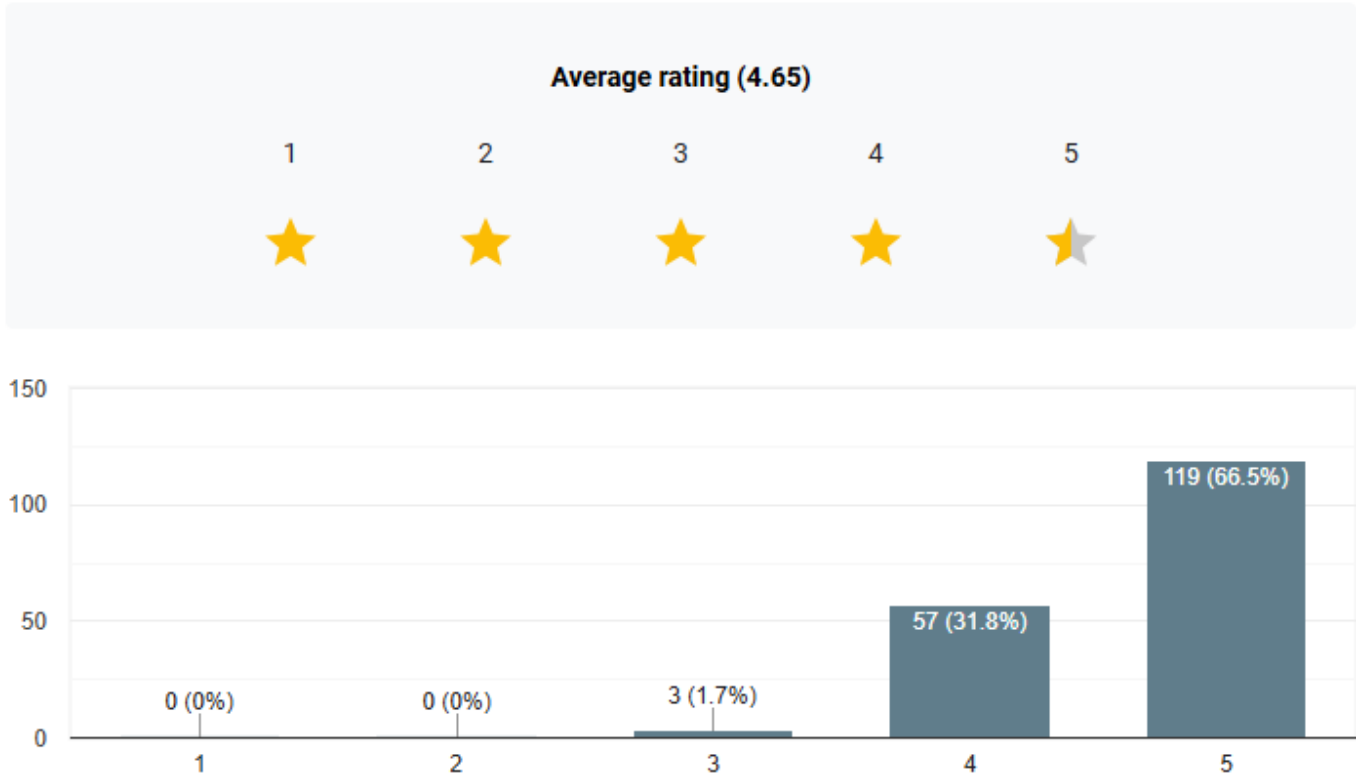
The amount of useful information about your treatment (1 meaning poor, 5 being excellent)

179 responses



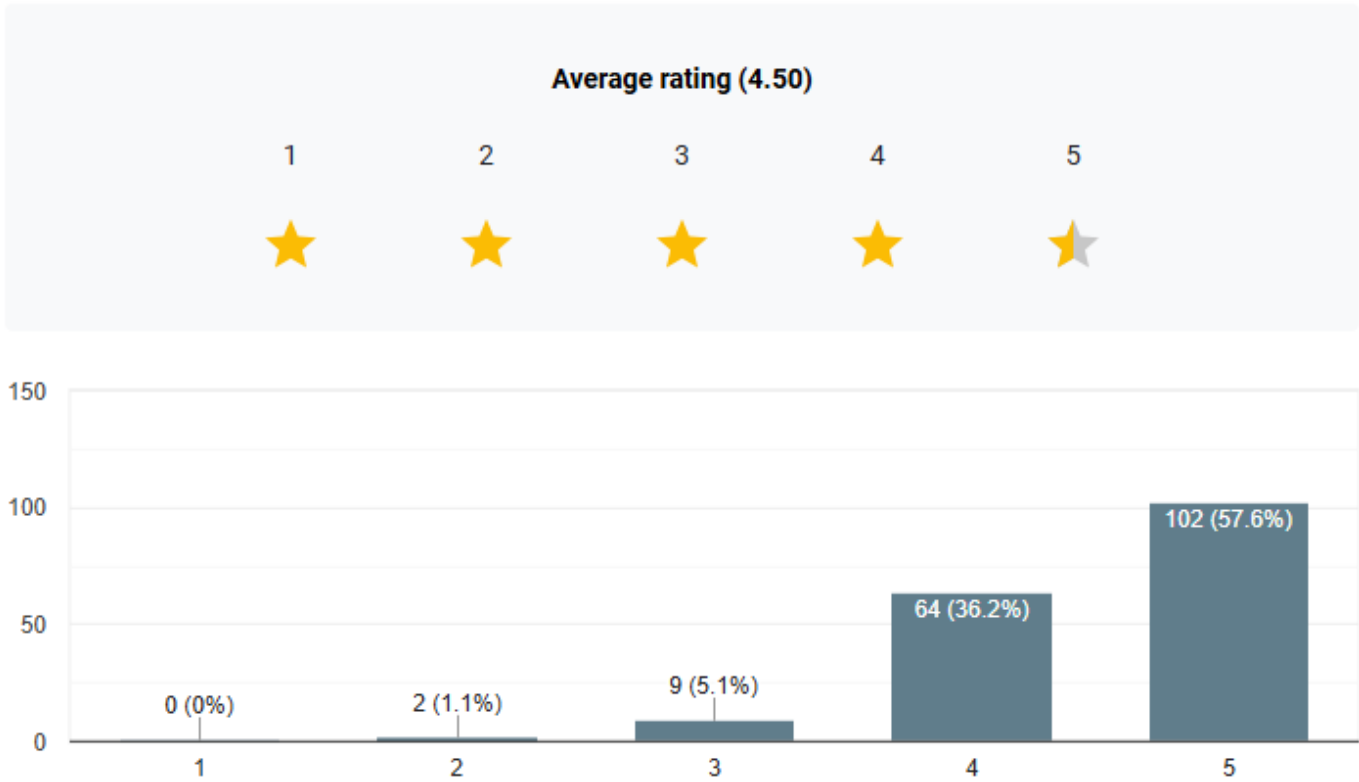
Information about how to take your medicine (1 meaning poor, 5 being excellent)

179 responses



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

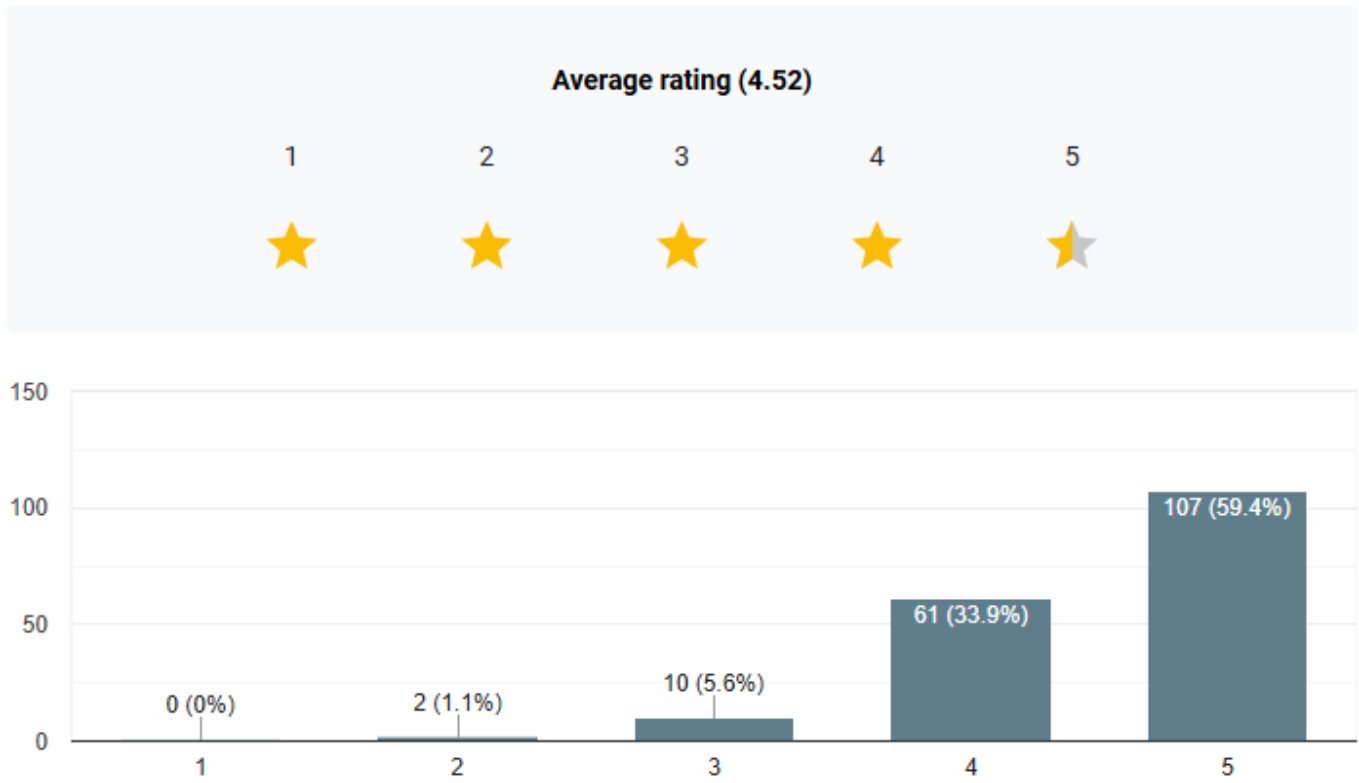
177 responses



Experience of privacy

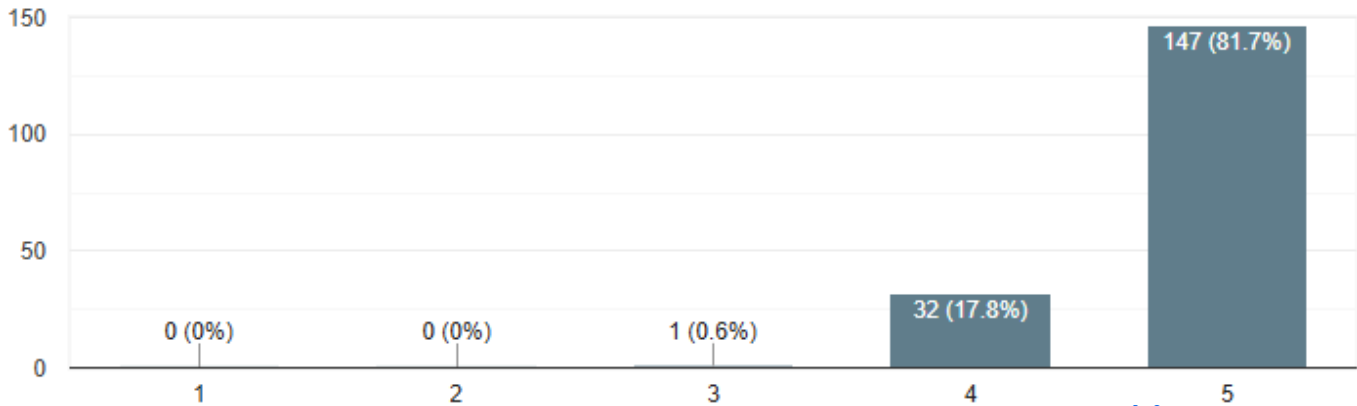
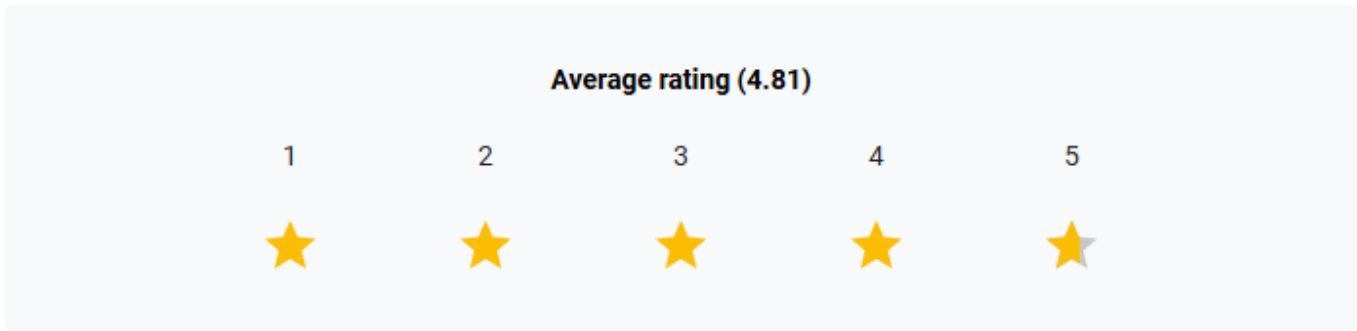
Privacy in the waiting area (1 meaning poor, 5 being excellent)

180 responses



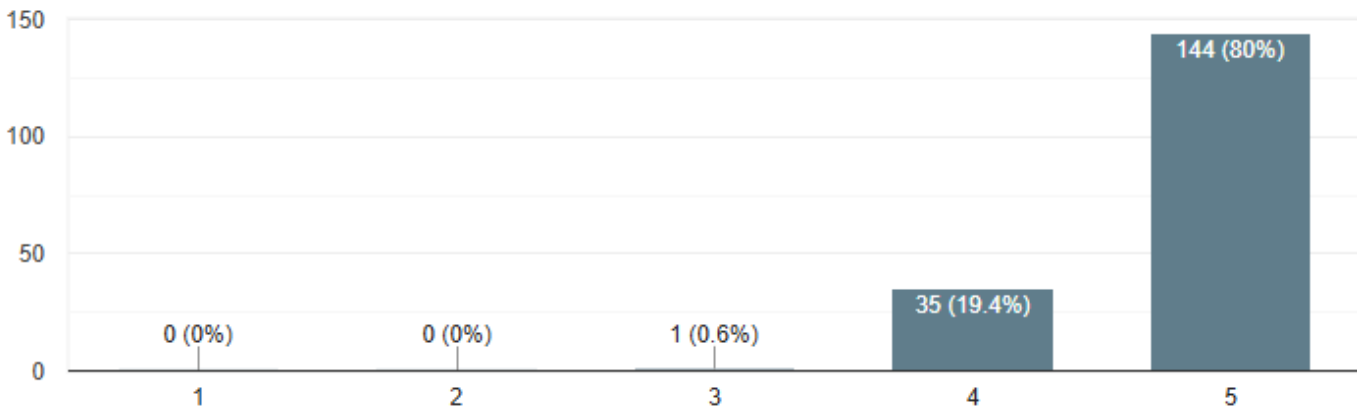
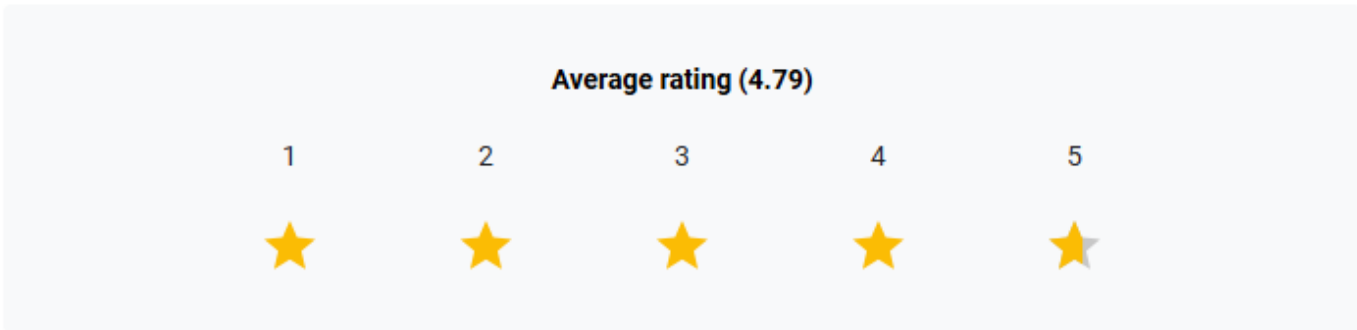
Privacy when you were examined (1 meaning poor, 5 being excellent)

180 responses



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

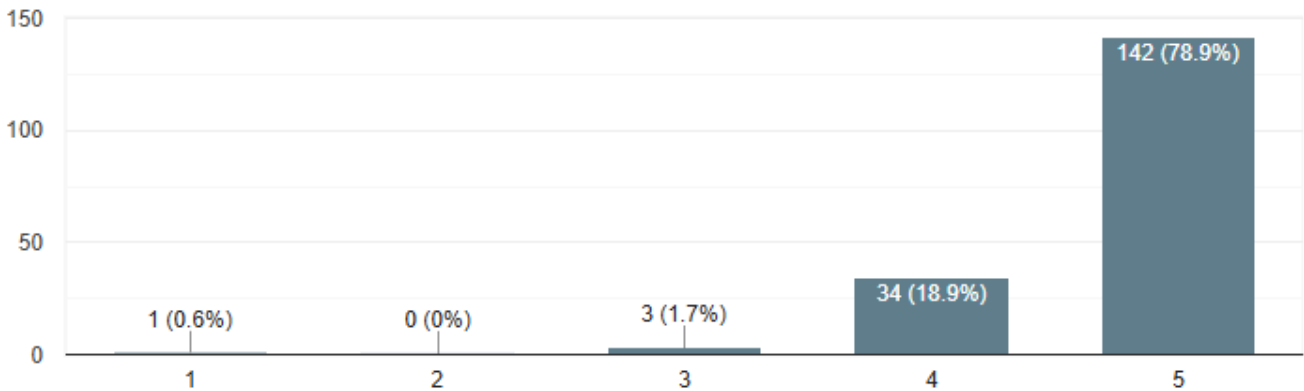
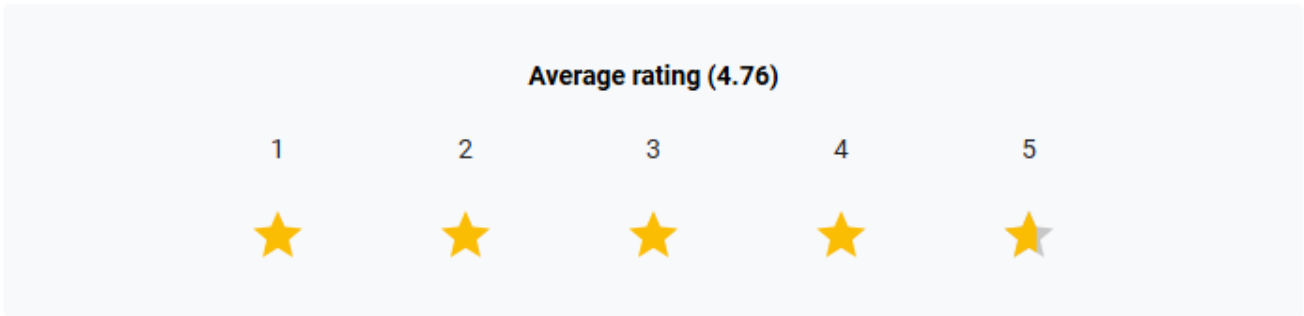
180 responses



Experience of the way you doctor worked with other health professionals

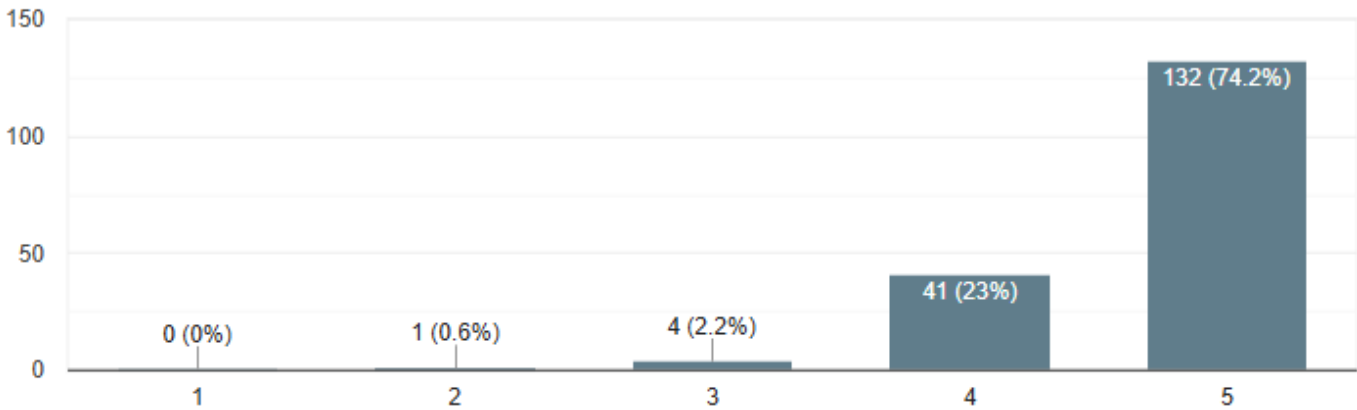
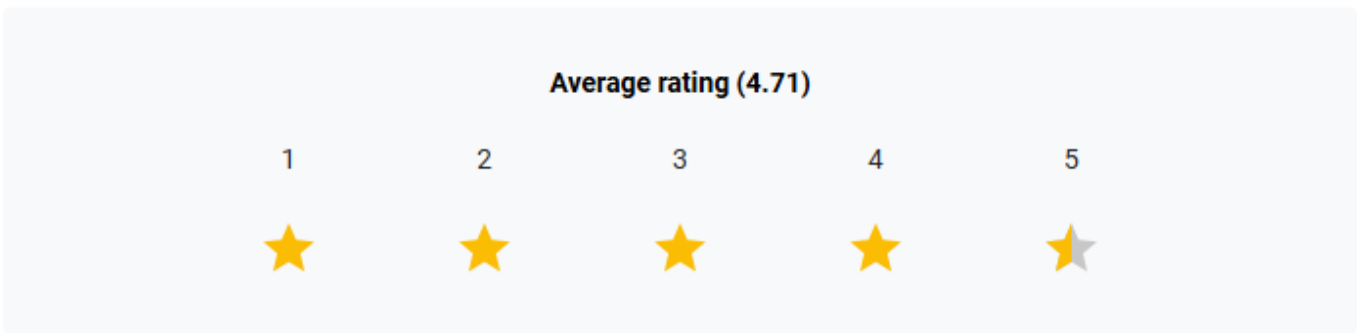
Knew your medical history at the clinic (1 meaning poor, 5 being excellent)

180 responses



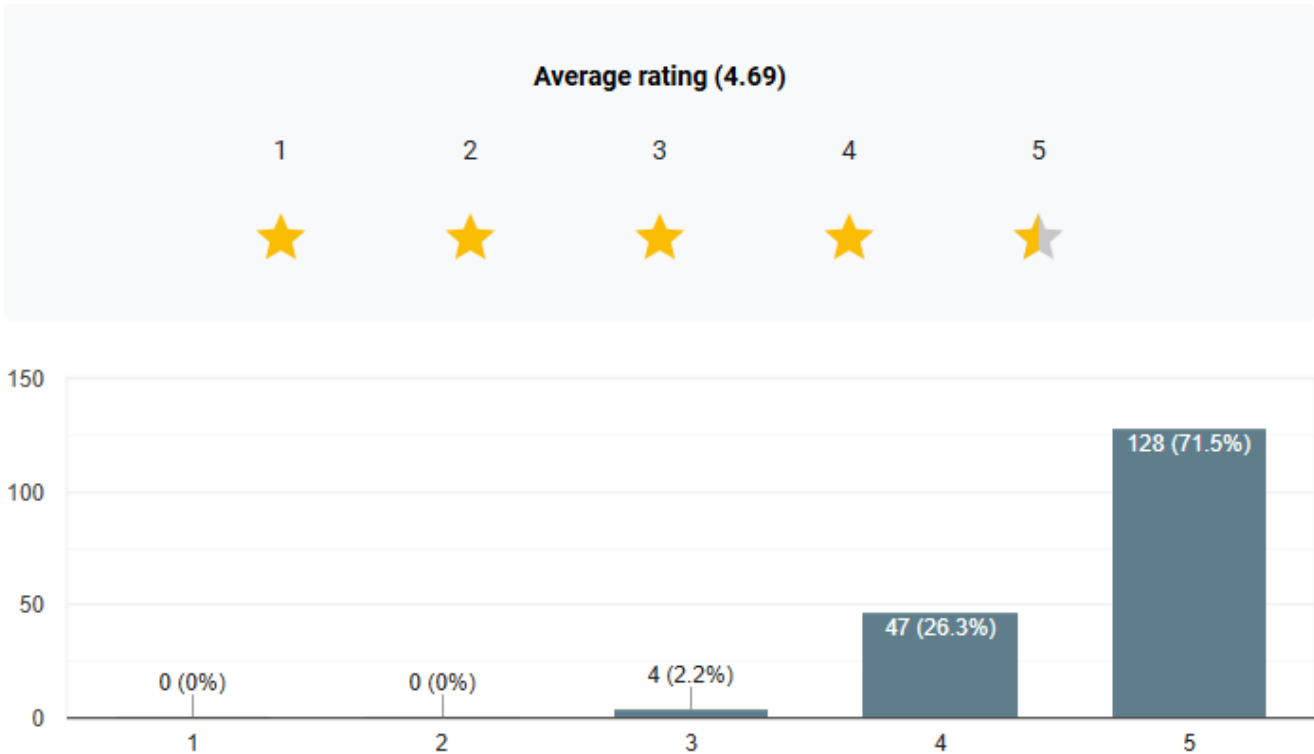
Gave you options for specialists or other healthcare providers (1 meaning poor, 5 being excellent)

178 responses



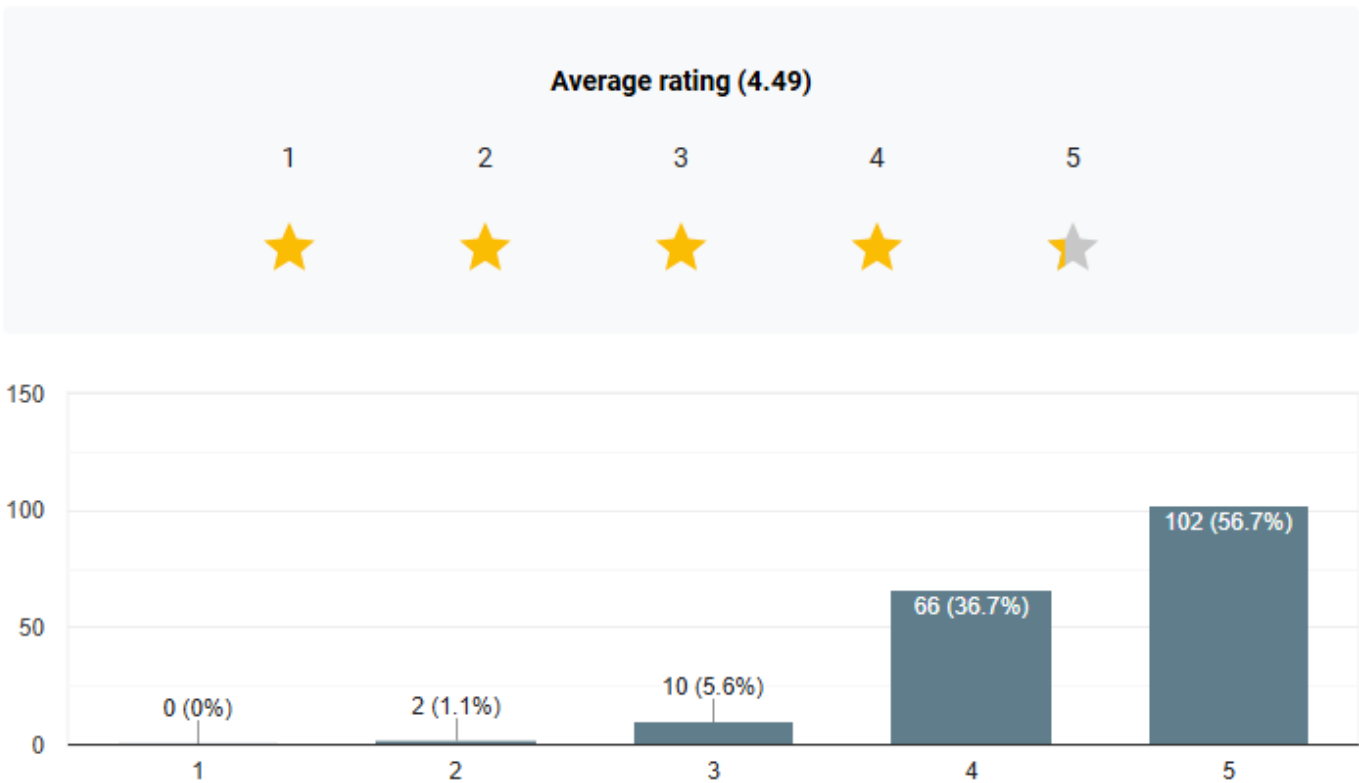
Allowed you to have the final choice about which professionals to see (1 meaning poor, 5 being excellent)

179 responses



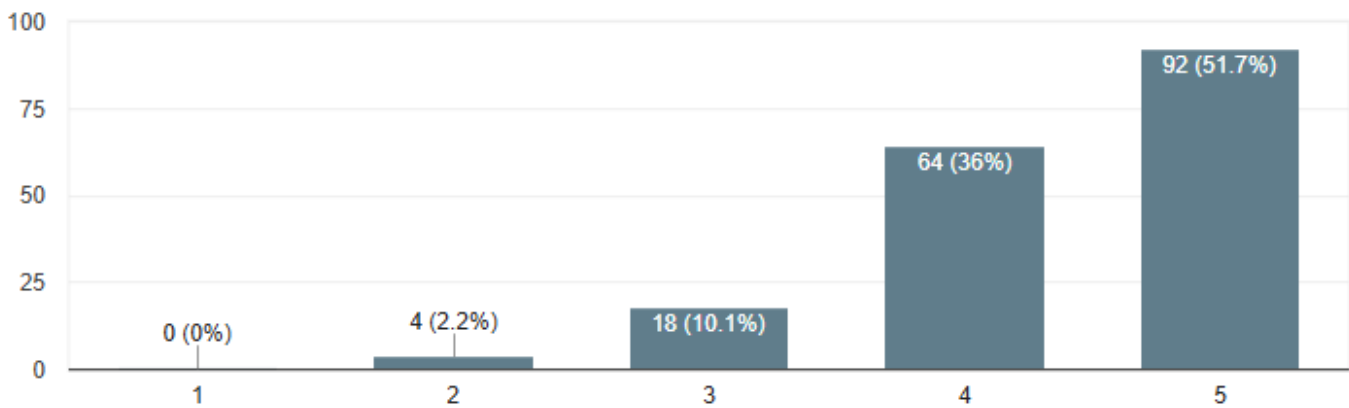
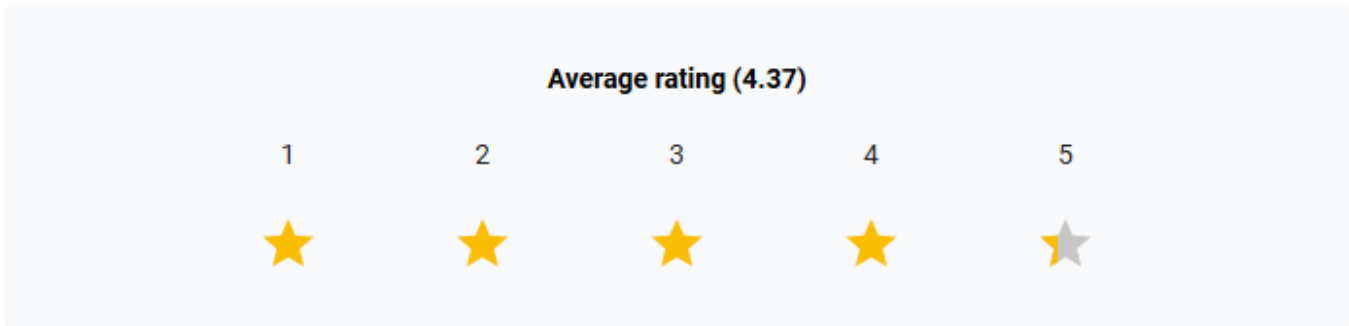
Your experience with First Avenue Family Practice
Suitability of clinic opening hours (1 meaning poor, 5 being excellent)

180 responses



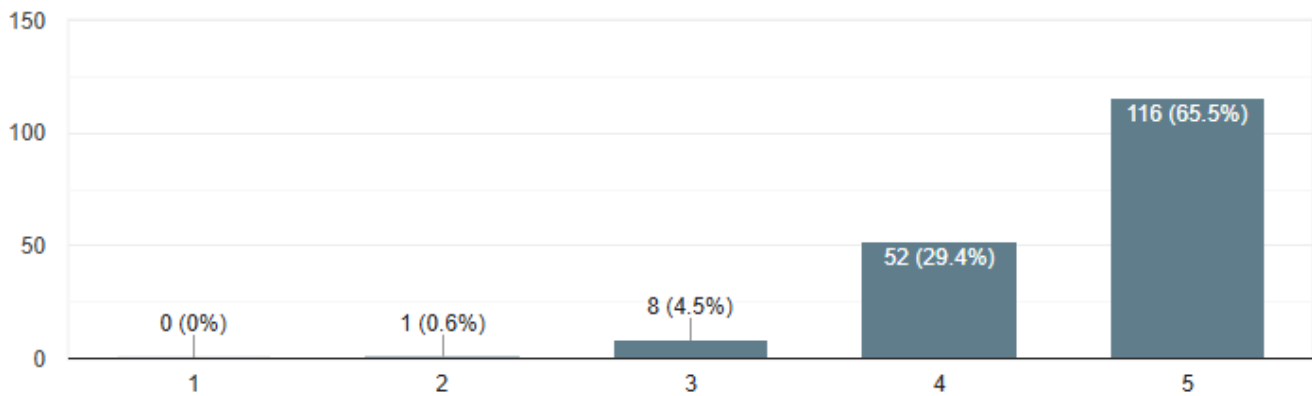
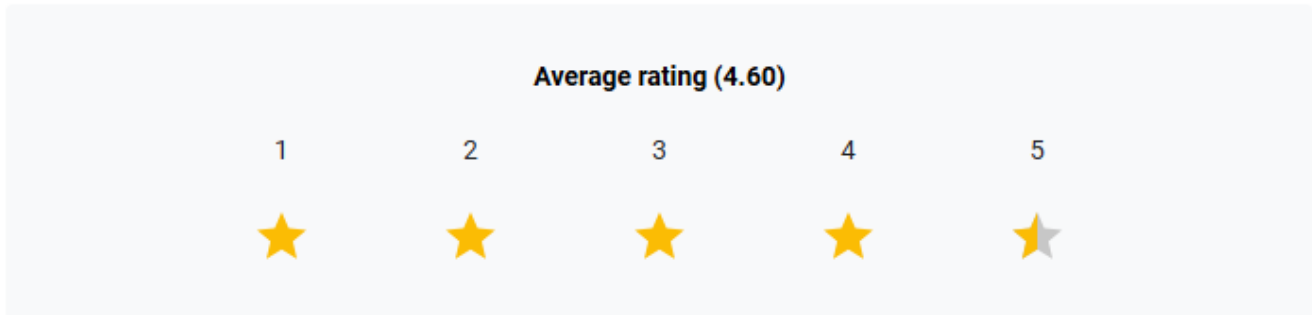
Information about where to get medical care when clinic is closed (1 meaning poor, 5 being excellent)

178 responses



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

177 responses



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

nothing

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

Clone Dr Bernard

Apt times available on the day as cant plan when sick

Nothing very professional practice

Going back to bulk billing

more availability early morning

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

later hours or longer saturday hours

results of blood tests (had to call up many weeks later for results)

Nothing! All good

N/A

Getting an appointment with your chosen 'long-term' Doctor is difficult

Reception is professional but could be more friendly.

On site pathology all times practise is open

Making the chairs more comfortable in the waiting room

No changes

All very good ,

Waiting time when I have an appointment

Preferred clinician to be more available

Billing for pensioners and students , should be covered by medicare

I guess I don't come that often but I love the practice and the staff

more gaps left in days for appt. otherwise you need to book 2 weeks in advance or see another dr

Nothing - lovely practice

Bulk billing for children's appointments. Bulk billing for medical certificates required for work.

Wait times for key doctors but getting easier with newer medical professionals

I cant pin point why but its been hard for us to see consistent drs for care

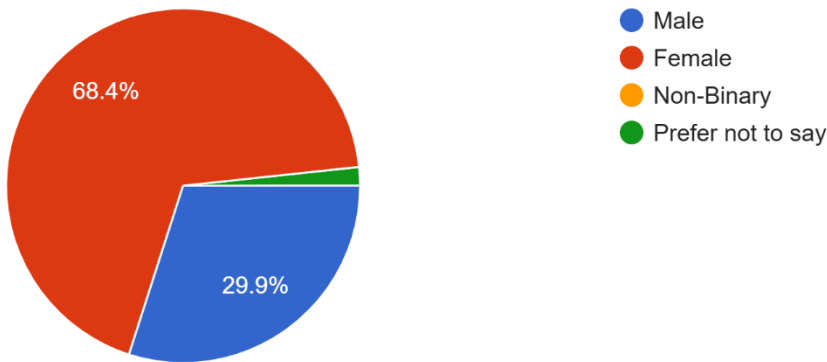
Open earlier

Open on weekends

Something about you

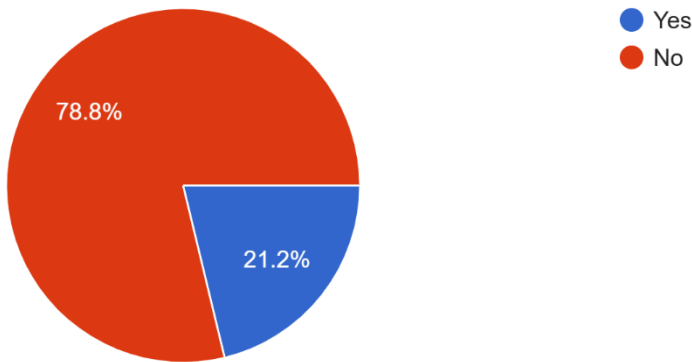
Are you?

177 responses



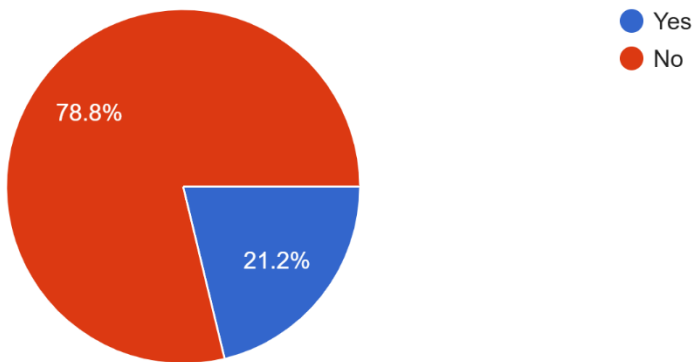
Have you been to another GP surgery in the last year

179 responses



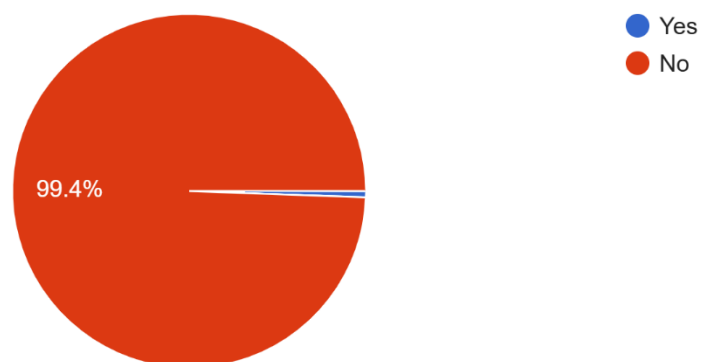
Have you been to another GP surgery in the last year

179 responses



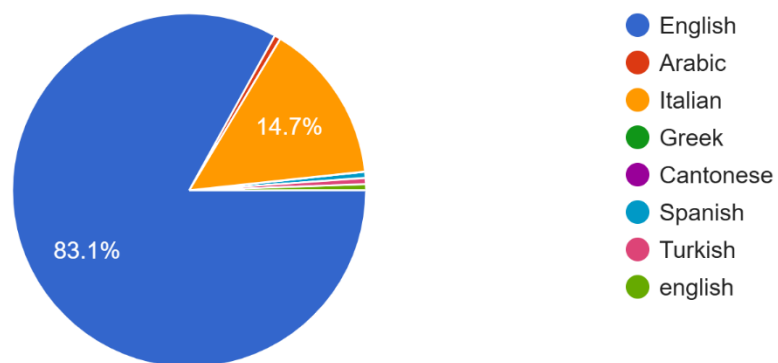
Do you consider yourself to be Aboriginal and/or Torres Strait Islander

177 responses



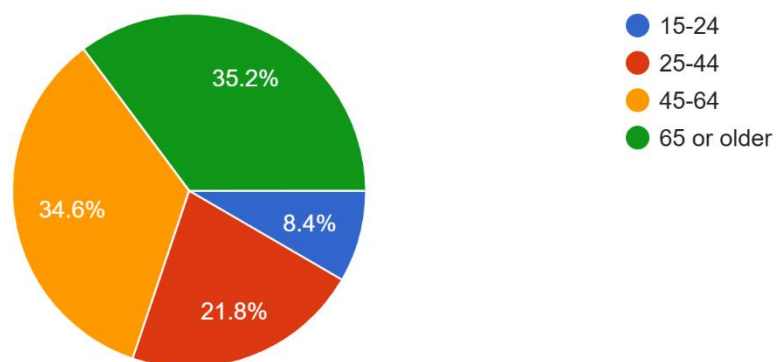
Which languages do you speak at home

177 responses



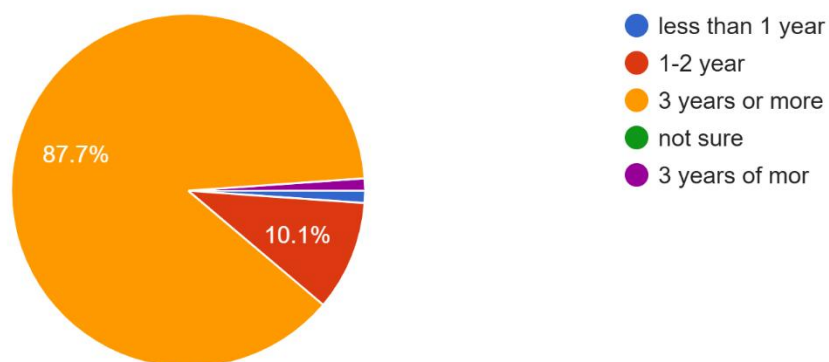
What is your age

179 responses



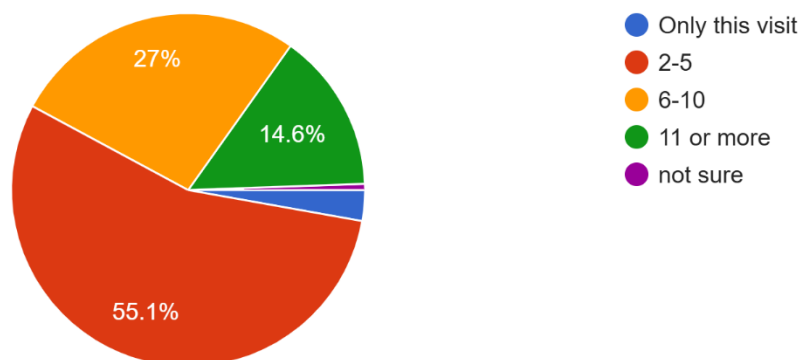
How long have you been coming to this practice

179 responses



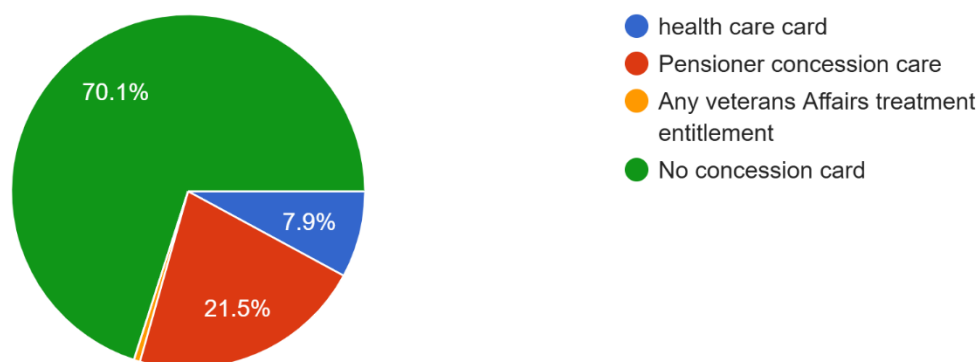
How many times have you visited this practice in the last 12 months

178 responses



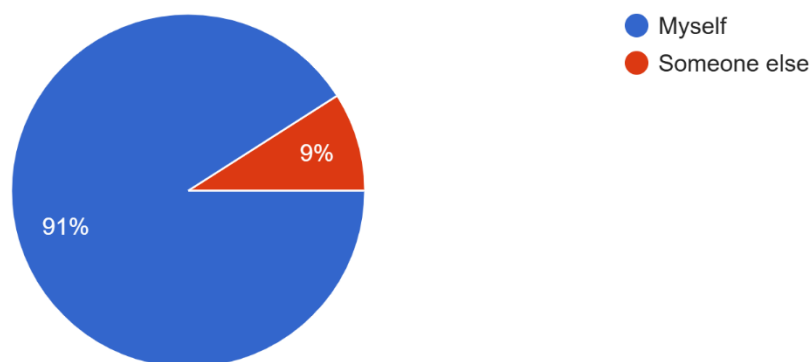
Do you have any of these concession cards

177 responses



Was this visit for yourself or someone you are caring for

177 responses



What is the highest level of education you have reached

177 responses

