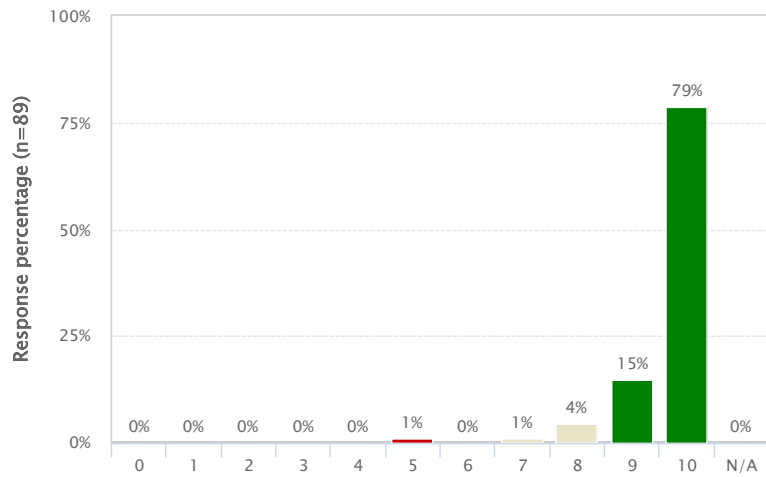


How likely would you be to recommend this practice to family and friends?



Detractors	Passives	Promoters	Net Promoter Score
1% (n=1)	6% (n=5)	93% (n=83)	92

* 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	Survey: VoP; Clayfield Family Clinic	
	Clayfield Family Clinic	General Practice
Interpersonal skills of clinical staff	93%	75%
Communication and interpersonal skills of admin staff	91%	76%
Privacy and confidentiality	87%	72%
Provision of information	86%	68%
Continuity of care	84%	63%
Access and availability	70%	46%

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

Highest performing items

Item	Survey: VoP; Clayfield Family Clinic	
	Clayfield Family Clinic	General Practice
The clinical team respected me	94%	77%
The clinical team paid attention to what I had to say	94%	74%
The practice is clean and tidy	92%	78%
The clinical team were caring and concerned about me as a person	92%	74%
All my questions have been answered	91%	70%
The reception staff are helpful	90%	74%
I am confident my information will remain private and confidential	89%	74%
The physical aspects of the practice allow privacy and confidentiality	87%	73%
The practice makes adequate provisions for my privacy	86%	70%
The practice team works well together	85%	64%

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

Lowest performing items

Item	Survey: VoP; Clayfield Family Clinic	General Practice
I am able to see a doctor quickly when I need to	62%	43%
Everything ran on time	62%	36%
It is easy to make an appointment for a day and time that suits me	73%	47%

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

Suggestions for improvement

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

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