

Patient Feedback Analysis Sheet – Notes for Users

These 'Notes for Users' relate to the survey '**Please tell us what you think**' developed by North East Valley and Western Melbourne Divisions of General Practice, March 2007.

A. What I think about the Practice: Questions 1-16

For each question:

- **Count** the number of responses in each category (Yes, No, NA and NR/DK) and enter in the 'Actual number' field beside each question.
- **Divide** the actual number of responses in each category by the **total number** of surveys completed.
- **Calculate the percentage** and **enter** the percentage in the relevant percentage field beside each question.

Example:

Q 1 – To this question, **110** people responded '**Yes**', **35** responded '**No**' and **5** responded '**NA**'. There were no unanswered questions or 'don't know' responses. Total number of questionnaires returned = **150**. Therefore you would:

- **Enter 110** in the '**Actual Number**' field under '**Yes**', **divide 110/150** and calculate the percentage, which is 73. **Enter 73** in the '%' field under '**Yes**'
- **Enter 35** in the '**Actual number**' field under '**No**', **divide 35/150** and calculate the percentage, which is 23. **Enter 23** in the '%' field under '**No**'
- **Enter 5** in the '**Actual number**' field under '**NA**', **divide 5/150** and calculate the percentage which is 4. **Enter 4** in the '%' field '**NA**'
- **Enter Nil** in the '**Actual Number**' and '%' fields under '**NR/DK**'

B. Demographics: 'About me'

The same calculation process described in Point A. should be used in relation to the demographics to obtain the percentages for these.

C. & D. Summary of ideas for improvement and additional comments

List all ideas for improvement and additional comments under this heading.

E. Any action proposed as a result of patient feedback

Consider all data obtained from Sections A to D, and list any action proposed as a result of patient feedback.

Patient Feedback Analysis Sheet

Practice Name: _____

Date/s surveys done: _____ Total Number of Surveys Completed: _____

Number of FTE GPs at Practice: _____

Note: NR/DK= No Response to that question or Don't Know
% = percentage of total number of surveys completed

A.	WHAT I THINK ABOUT THE PRACTICE	Yes		No		NA		NR/DK	
		Actual number	%	Actual number	%	Actual number	%	Actual number	%
1	I find it easy to contact the practice by telephone								
2	When I telephone the practice, the person I speak to is able to quickly identify how urgent my need is								
3	I can see the doctor of my choice if he or she is available								
4	I am aware that I can have a longer consultation with my doctor if I ask for it								
5	I am able to get advice or information on my health care by telephone or by email or SMS								
6	I know that the practice provides home visits and other visits both in normal opening hours and after hours								
7	I know the practice's arrangements for medical care outside of its normal opening hours								
8	I am given enough information by my doctor about the purpose, importance, benefits and possible risks associated with any proposed investigations, referrals or treatments so that I can make an informed decision about my health								
9	I am told about any possible extra costs before any proposed treatment, investigations or procedures are done by the practice (eg ECG, Pathology)								
10	I am told about the possible costs when I am referred for investigation or to a medical specialist (eg geriatrician, orthopaedic surgeon) or allied health professional (eg podiatrist, physiotherapist)								
11	My doctor has discussed ways to prevent illness and improve my health with me								
12	I am satisfied with the facilities in the room where I see the doctor								
13	I am asked for my permission before my consultation if someone other than me and my doctor is invited to be at the consultation (eg family member, medical student or other health worker)								
14	I am satisfied that the practice provides enough privacy for me								
15	I am treated respectfully by the doctors and staff at the practice								
16	I am confident that any feedback or complaints I make to the practice will be handled appropriately								

Patient Feedback Analysis Sheet

B. Demographics: 'About me'

Respondents by gender:

Gender	Male	Female
Actual number		
Percentage		

Respondents by age:

Age in years	0-18	19-29	30-44	45-54	55-64	64-75	75+
Actual number							
Percentage							

Patients who prefer to speak a language other than English (& language):

Language				
Actual number				
Percentage				

Doctor usually seen:

Doctor	Dr 1	Dr 2	Dr 3	Dr 4	Dr 5	Dr 6	Dr 7
Actual number							
Percentage							

Years attending practice:

Number of years	Less than 2	2-5	6-10	Over 10
Actual number				
Percentage				

C. & D. Summary of ideas for improvement and additional comments

E. Any action proposed as a result of patient feedback