

Peregrian Beach Medical Patient Satisfaction Survey Results

Yr 2020 227 Patients were surveyed
 Yr 2022 1012 Patients were surveyed
 Yr 2024 773 Patients were surveyed



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

					Traffic light indicator	
					Improvement	Decline
	Yr 2024	Yr 2022	Yr 2020	% Change		
Questions relating to Doctor & Clinical Care						
Seeing or talking to the doctor of your choice	89	88	86	+1		
Getting an appointment for a time that suited you	79	75	78	+4		
Getting reminders for your appointment	92	92	92	0		
Clinician treated you with respect	97	97	97	0		
Had enough time to talk about the things that were important to you	95	93	96	+2		
Clinician cared about you as a person	96	96	96	0		
Clinician made you feel comfortable	96	96	96	0		
Clinician showed sensitivity to your concerns	96	95	95	+1		
Clinician had enough time to listen to what you had to say	96	93	95	+3		
Clinician helped you to understand your medical condition	96	95	95	+1		
Clinician explained the purpose of tests and treatment	96	95	97	+1		
Clinician involved you in decisions	96	94	94	+2		
The amount of useful information given about your condition	96	96	91	0		
The amount of useful information given about your treatment and/or medications	95	96	93	-1		
Information provided about how to stay healthy	94	93	92	+1		
Clinician knew your medical history at the clinic	94	94	94	0		
Clinician was aware of advice you had received from other health professionals	94	95	94	-1		
Clinician gave you options for specialists or other health providers you need to see	96	96	96	0		
Clinician coordinated different health care professionals	95	97	97	-1		
Clinician allowed you to have the final choice about which other professionals to see	97	97	95	0		
Questions relating to Service & Privacy						
Receptionists were welcoming upon your arrival	89	89	83	0		
Receptionists were professional in dealing with you	91	92	89	-1		
Receptionists considered your needs when making an appointment	91	91	87	0		
Receptionists let you know about any delays while you were waiting	87	85	82	+2		
Receptionists were courteous & polite	92	91	90	+1		
Privacy in the waiting & reception area	79	80	84	-1		

Privacy when you were examined	98	98	96	0
Being able to discuss issues that were sensitive with your Doctor	98	98	97	0
Suitability of Clinic opening hours	82	79	85	+3
Being able to see a doctor at the clinic when you needed urgent care	72	71	82	+1
The amount you paid for each visit to the doctor	56	54	73	+2