

# 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  
 Yr 2026            627 Patients were surveyed

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

Improvement	
Neutral	
Decline	

Questions relating to Doctor & Clinical Care	Yr 2026	Yr 2024	Yr 2022	Yr 2020	% Change
Seeing or talking to the doctor of your choice	92	89	88	86	+3
Getting an appointment for a time that suited you	80	79	75	78	+1
Getting reminders for your appointment	92	92	92	92	0
Clinician treated you with respect	97	97	97	97	0
Had enough time to talk about the things that were important to you	94	95	93	96	-1
Clinician cared about you as a person	95	96	96	96	-1
Clinician made you feel comfortable	94	96	96	96	-2
Clinician showed sensitivity to your concerns	95	96	95	95	-1
Clinician had enough time to listen to what you had to say	94	96	93	95	-2
Clinician helped you to understand your medical condition	94	96	95	95	-2
Clinician explained the purpose of tests and treatment	94	96	95	97	-2
Clinician involved you in decisions	94	96	94	94	-2
The amount of useful information given about your condition	96	96	96	91	0
The amount of useful information given about your treatment and/or medications	96	95	96	93	+1
Information provided about how to stay healthy	92	94	93	92	-2
Clinician knew your medical history at the clinic	94	94	94	94	0
Clinician was aware of advice you had received from other health professionals	94	94	95	94	0
Clinician gave you options for specialists or other health providers you need to see	96	96	96	96	0
Clinician coordinated different health care professionals	95	95	97	97	0
Clinician allowed you to have the final choice about which other professionals to see	96	97	97	95	-1
<b>Questions relating to Service &amp; Privacy</b>					
Receptionists were welcoming upon your arrival	89	89	89	83	0
Receptionists were professional in dealing with you	94	91	92	89	+3
Receptionists considered your needs when making an appointment	93	91	91	87	+2
Receptionists let you know about any delays while you were waiting	88	87	85	82	+1
Receptionists were courteous & polite	94	92	91	90	+2

Privacy in the waiting & reception area	86	79	80	84	+7
Privacy when you were examined	98	98	98	96	0
Being able to discuss issues that were sensitive with your Doctor	98	98	98	97	0
Suitability of Clinic opening hours	85	82	79	85	+3
Being able to see a doctor at the clinic when you needed urgent care	80	72	71	82	+8
The amount you paid for each visit to the doctor	53	56	54	73	-3