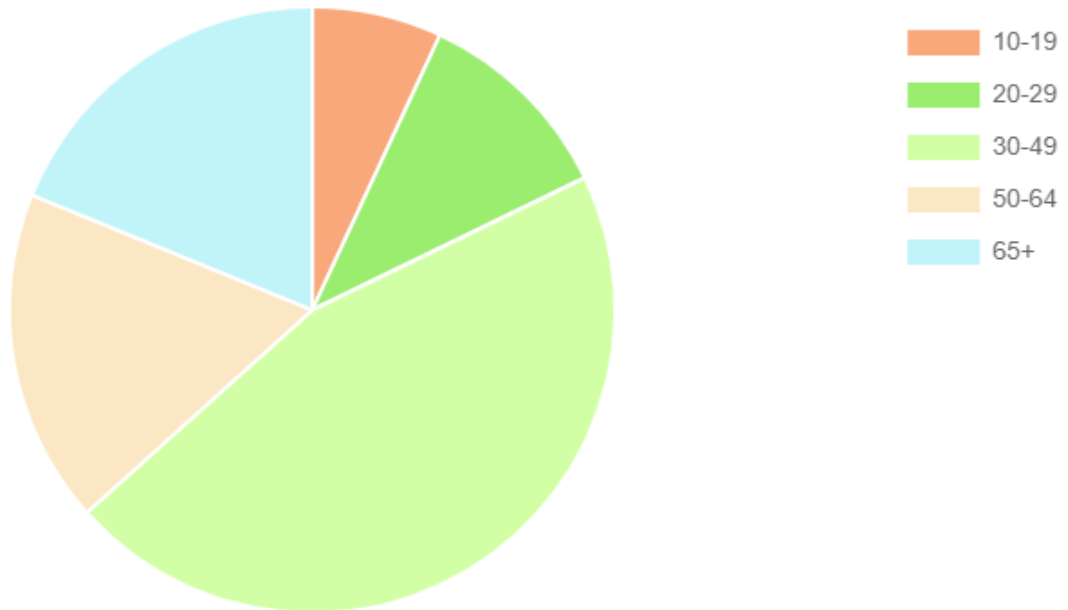


Patient experience questionnaire

Question 1 DROPDOWN

Age



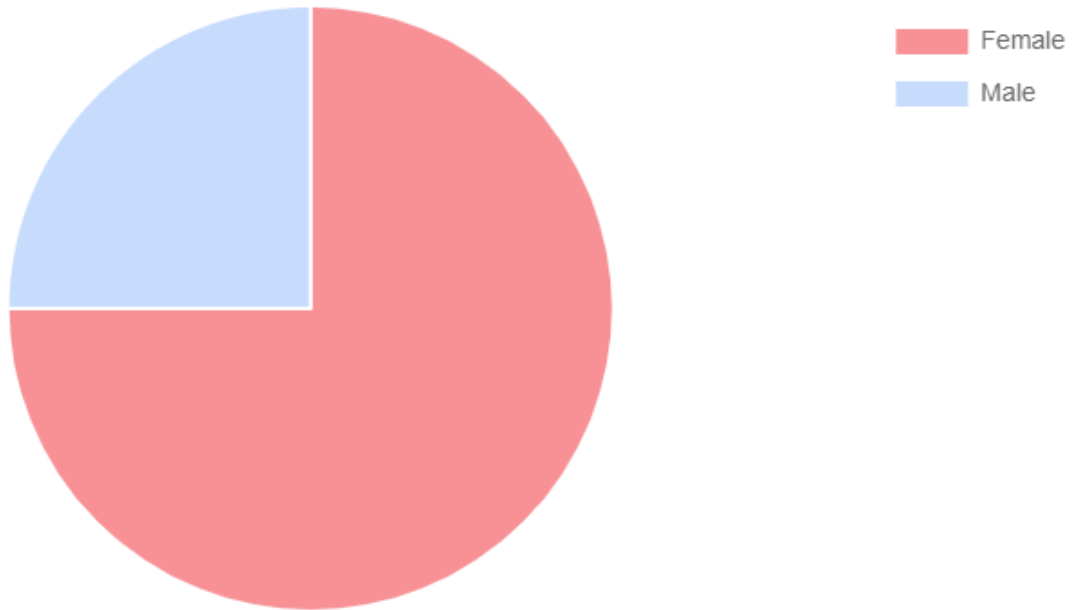
ANSWERS	RESPONSES	
30-49	46%	56
65+	19%	23
50-64	18%	22
20-29	11%	13
10-19	7%	9

123 Answered

0 Skipped

Question 2 DROPDOWN

Gender



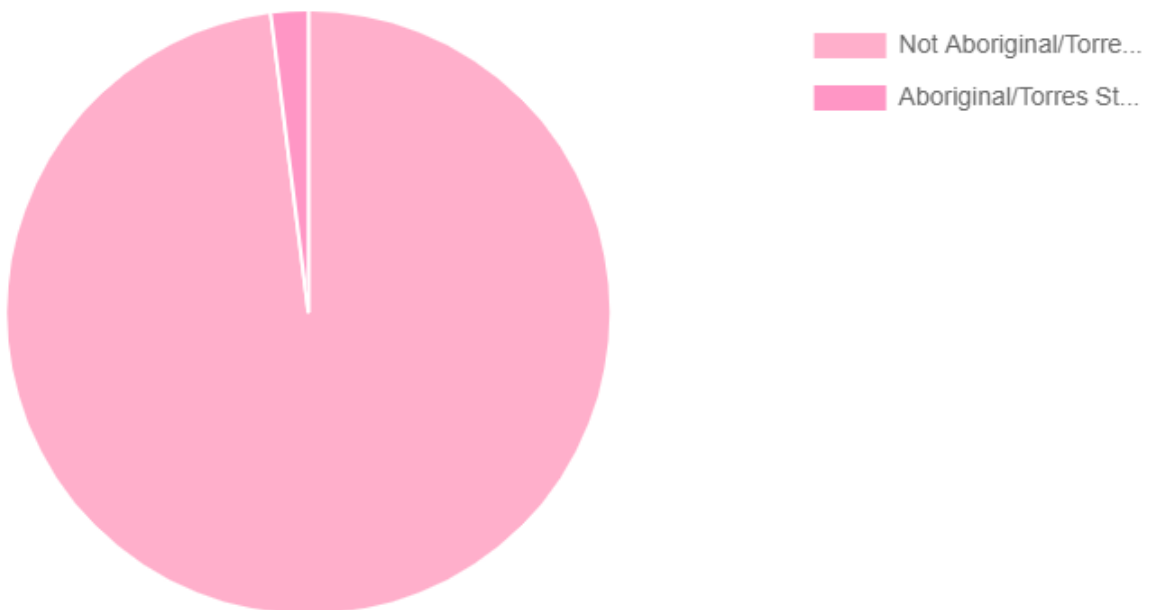
ANSWERS	RESPONSES	
Female	75%	92
Male	25%	31

123 Answered

0 Skipped

Question 3 DROPDOWN

Ethnicity



ANSWERS

RESPONSES

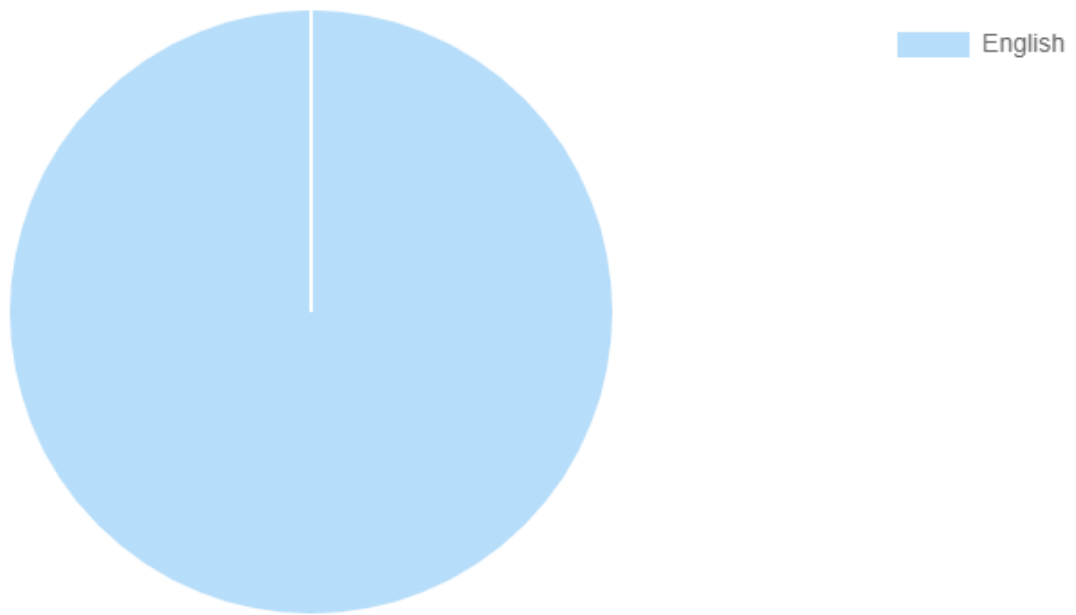
ANSWERS	RESPONSES	
Not Aboriginal/Torres Strait Islander	98%	120
Aboriginal/Torres Strait Islander	2%	3

123 Answered

0 Skipped

Question 4 DROPDOWN

Languages spoken at home



ANSWERS	RESPONSES	
English	100%	123

123 Answered

0 Skipped

Question 5 SINGLE LINE TEXT

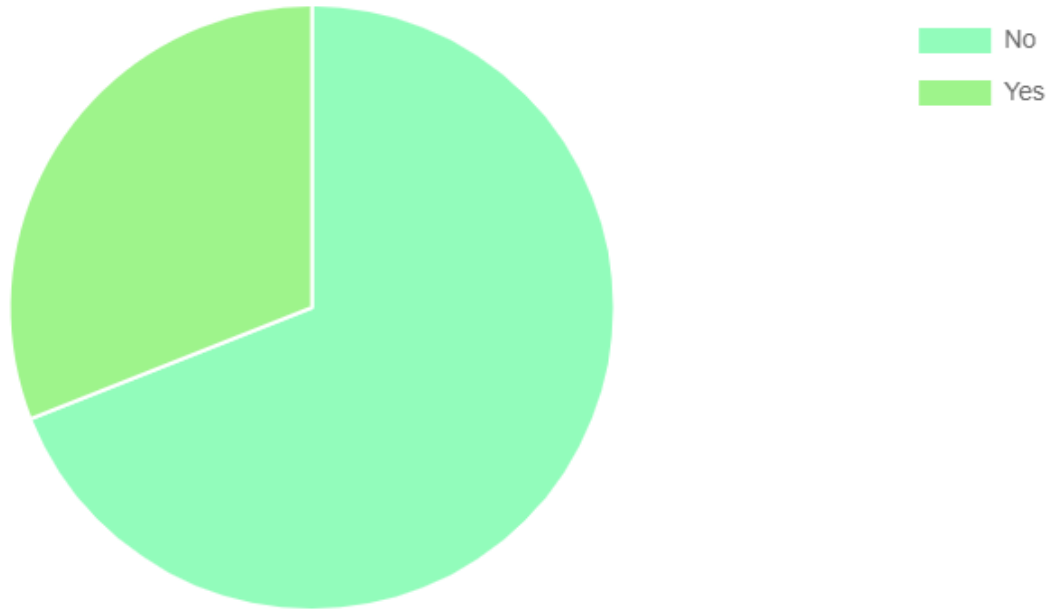
Other languages spoken at home



There are no answers to this question yet.

Question 6 DROPDOWN

Do you have a Health Care Card?



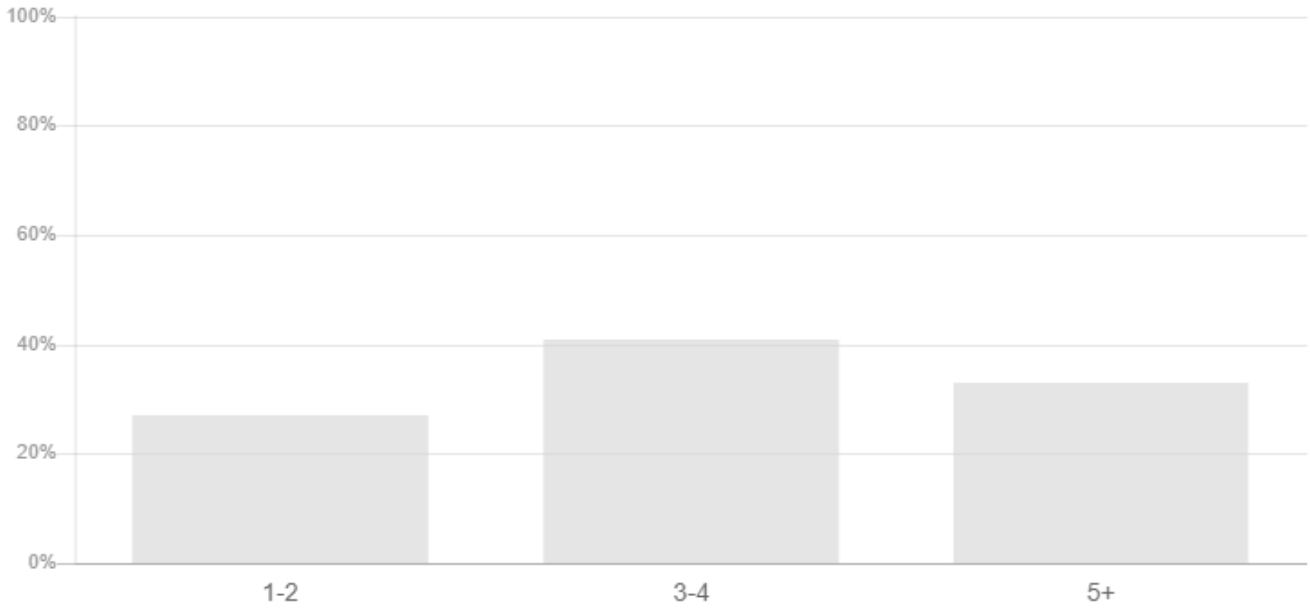
ANSWERS	RESPONSES	
No	69%	85
Yes	31%	38

123 Answered

0 Skipped

Question 7 DROPDOWN

Times you have visited the clinic in the last year



ANSWERS	RESPONSES	
3-4	41%	50
5+	33%	40
1-2	27%	33

123 Answered

0 Skipped

Question 8 --- LIKERT SCALE

Making an appointment and waiting to see a clinician at your last visit

	Poor	Fair	Good	Very Good	Excellent	N/A	Don't Know
Comfort of our waiting room		1 1%	10 8%	47 39%	62 51%		1 1%
Waiting time after you arrived at the clinic		2 2%	23 19%	56 46%	38 31%		2 2%
Getting reminders for your visit			11 9%	26 21%	84 69%		

121 Answered

2 Skipped

Question 9 ... LIKERT SCALE

Your experience with reception staff at your last visit

	Poor	Fair	Good	Very Good	Excellent	N/A	Don't Know
Were welcoming upon your arrival			5 4%	28 23%	89 73%		
Were courteous and polite			2 2%	26 22%	90 76%		
Let you know about any delays while you were waiting	1 1%	3 2%	9 7%	30 25%	55 45%	22 18%	2 2%

122 Answered

1 Skipped

Question 10 ... LIKERT SCALE

Your experience of the interpersonal skill of the clinician at your last visit

	Poor	Fair	Good	Very Good	Excellent	N/A	Don't Know
Treated with respect			3 2%	29 24%	89 73%		1 1%
Cared about you as a person			4 3%	30 25%	85 71%		1 1%
Showed sensitivity to your concerns		1 1%	5 4%	29 24%	86 70%		1 1%

122 Answered

1 Skipped

Question 11 ... LIKERT SCALE

Your experience of the information given to you by clinicians at your last visit

Poor Fair Good Very Good Excellent N/A Don't Know

	Poor	Fair	Good	Very Good	Excellent	N/A	Don't Know
The amount of useful information given about our condition		1 1%	6 5%	31 25%	81 66%	2 2%	1 1%
Information about how to stay healthy			10 8%	40 33%	65 53%	6 5%	1 1%
Information about how to prevent future health problems		1 1%	10 8%	34 28%	62 52%	12 10%	1 1%

122 Answered

1 Skipped

Question 12 ... LIKERT SCALE

Your experience of privacy at your last visit

	Poor	Fair	Good	Very Good	Excellent	N/A	Don't know
Privacy in the waiting area		3 2%	11 9%	32 26%	71 59%	4 3%	
Being able to discuss personal issues that were sensitive			7 6%	25 20%	81 66%	8 7%	1 1%
Asked your permission before another clinician came to the appointment			2 2%	19 16%	46 38%	50 41%	4 3%

122 Answered

1 Skipped

Question 13 ... LIKERT SCALE

Your experience of the way your clinician worked with other healthcare professional at your last visit

	Poor	Fair	Good	Very Good	Excellent	N/A	Don't Know
Knew your medical history			2 2%	27 22%	71 59%	15 12%	6 5%
Coordinated different			3 2%	25 20%	65 53%	23 19%	6 5%

healthcare professionals			2%	20%	53%	19%	5%
	Poor	Fair	Good	Very Good		N/A	Don't Know
Allowed you to have the final choice about which other professionals to see			4 3%	25 20%	64 52%	25 20%	4 3%

122 Answered

1 Skipped