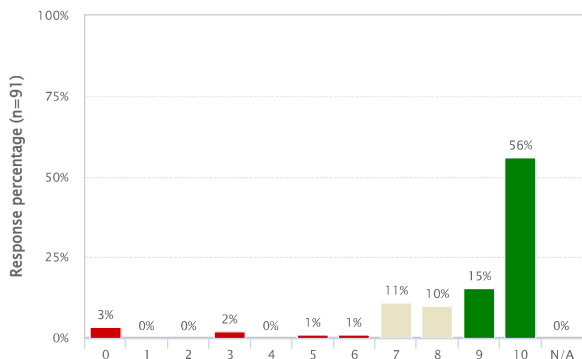




How likely would you be to recommend this practice to family and friends?



Net Promoter Score\* (NPS)

Detractors	Passives	Promoters	Net Promoter Score
8% (n=7)	21% (n=19)	71% (n=65)	64

\* 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	Lismore GP Super Clinic 2023	General Practice
Communication and interpersonal skills of admin staff	82%	76%
Privacy and confidentiality	73%	72%
Interpersonal skills of clinical staff	73%	75%
Provision of information	64%	68%
Continuity of care	62%	63%
Access and availability	36%	46%

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

Lowest performing items

Item	Lismore GP Super Clinic 2023	General Practice
I am able to see a doctor quickly when I need to	18%	42%
Everything ran on time	23%	36%
It is easy to make an appointment for a day and time that suits me	38%	47%

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

Highest performing items

Item	Lismore GP Super Clinic 2023	General Practice
The practice is clean and tidy	86%	78%
The reception staff are helpful	78%	74%
The physical aspects of the practice allow privacy and confidentiality	75%	73%
The clinical team were caring and concerned about me as a person	74%	74%
The clinical team paid attention to what I had to say	73%	74%
The practice makes adequate provisions for my privacy	73%	70%
I am confident my information will remain private and confidential	72%	74%
The clinical team respected me	71%	77%
I received enough information	67%	68%
All my questions have been answered	65%	70%

% 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