

# PSI PRACTICE REPORT

Practice Name: Advocate Medical Centre  
Survey Date: April 2016  
Number of respondents: 120

This report summarises the results obtained using PSIV5, a patient feedback survey which has been approved by the Royal Australian College of General Practitioners (RACGP) as meeting their 4th Edition Standards.

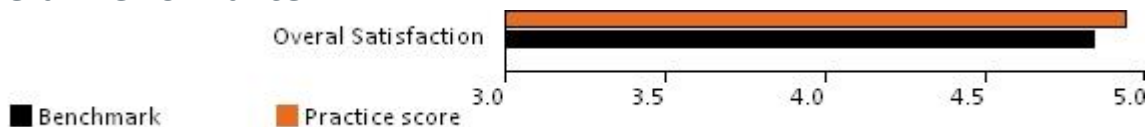
The complete results are available in your online report which can be accessed using the links provided.



## SUMMARY OF RESULTS

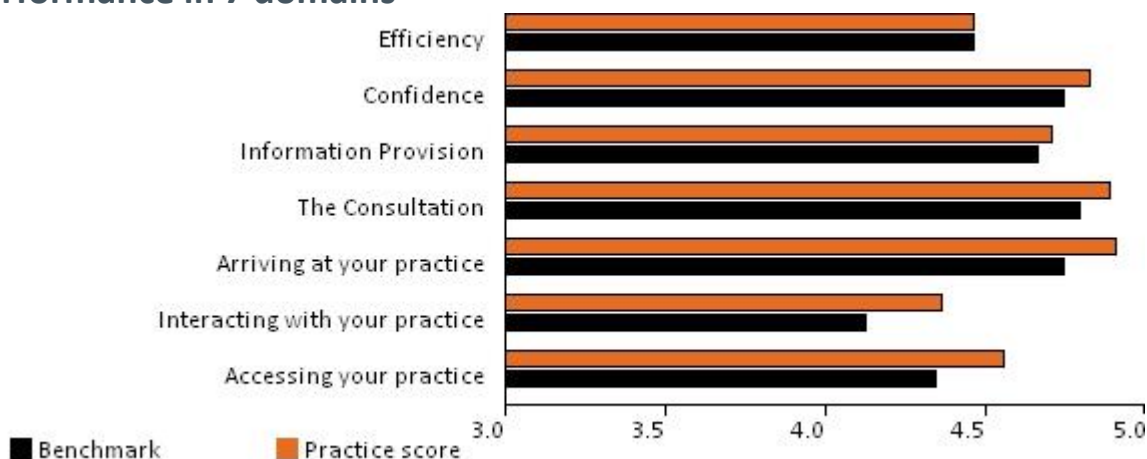
A summary of your practice's results is shown alongside a benchmark made up of the pooled results obtained from all practices that have completed PSiv5. This provides you with the ability to easily see how your results compare with others.

### Overall Performance



Overall performance is a summary of important outcome measures including 'Satisfaction with Service', 'Likelihood to recommend your practice to family and friends' and whether your patients are happy to visit your practice again.

### Performance in 7 domains



<b>Access</b> (6 items)	Can patients see a doctor of their choice? See a doctor quickly at a time that suits them? Do opening hours suit? Are the costs acceptable?
<b>Interactions</b> (6 items)	How easy is it to get test results get advice over the phone or arrange home visits and care outside normal hours?
<b>Arrival</b> (4 items)	Are patients treated respectfully by helpful receptions staff? Is everything clean and tidy? Is the waiting area comfortable and well set-up?
<b>Consultation</b> (10 items)	Was the practice team warm and friendly? Respectful? Caring? Did they spend enough time, listen and provide useful advice?
<b>Information</b> (5 items)	Did patients receive enough information? Were all of their questions answered? Were they informed about costs and illness prevention.
<b>Confidence</b> (4 items)	How well do you manage your patients' privacy and personal information? Are patients confident that complaints would be handled appropriately?
<b>Efficiency</b> (3 items)	Does everything run on time, do patients have to wait long? Does the practice team work well together and with other services in the area?