



PRIVATE AND CONFIDENTIAL

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CFEP SURVEYS REPORT

PRACTICE ACCREDITATION AND IMPROVEMENT SURVEY

Tamworth Aboriginal Medical Service

July 2025



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INTRODUCTION

The Practice Accreditation and Improvement Survey (PAIS)

The PAIS is a well-established patient survey widely used by general practices across Australia to gather valuable feedback from patients, which informs meaningful quality improvement within the organisation.

The results from your patient feedback survey have been illustrated in tables and charts with associated benchmarks. Supporting documents have been provided to help you in the interpretation and understanding of your results.

Helping practices meet accreditation requirements

The current iteration of the PAIS is approved for use under the RACGP's Standards for general practice (5th edition) and will assist your practice to meet its requirements for accreditation in a number of ways:

- The results from this patient feedback survey will reflect Criterion QI 1.2 Indicator A.
- An Action Plan* has been included in the Supporting Documents section of this report. Using this Action Plan may assist you in satisfying Criterion QI 1.2 Indicator B.
**We value your feedback and would be grateful for a copy of your Action Plan to help us to develop our high standards and to continue our ongoing commitment to quality improvement.*
- A Certificate of Completion and a Practice Improvement Plan have also been included in the Supporting Documents section of this report. These may support you in demonstrating Criterion QI 1.2 Indicator C.

Use of data from this report

The data in your report will be held in accordance with the relevant data protection requirements. Your anonymised data will be aggregated with data from all other participating practices, and may be used in the generation of national performance benchmarks and contribute to academic literature.

In most circumstances, the feedback report is entirely confidential and would not be shared with anyone else unless specifically requested by the named contact on the report or without their prior knowledge.

However, in the unlikely event where instances of potential professional misconduct have been identified or where patient safety may be affected, the feedback will be referred to CFEP Surveys' Senior Management Team and further action taken if required.

CONTACT CFEP SURVEYS

This report has been compiled, analysed and audited by the CFEP Surveys Team.

For any questions regarding your report, please contact us on:

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Thank you for undertaking this patient feedback activity with us.

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YOUR PATIENT FEEDBACK

Number of patients providing feedback: 235

DISTRIBUTION AND FREQUENCY OF RATINGS FROM PATIENTS

Table 1: Distribution and frequency of ratings (questions 1 - 28)

	Poor	Fair	Good	Very Good	Excellent	Blank / Spoilt
Q1 Making an appointment	5	15	30	66	119	0
Q2 Telephone access to a doctor/nurse	11	14	43	75	88	4
Q3 Obtaining a home/other visit	24	17	49	62	60	23
Q4 After-hours service	15	20	41	67	66	26
Q5 Seeing doctor/nurse of choice	7	11	38	71	108	0
Q6 Consultation and waiting area comfort	3	10	28	73	119	2
Q7 Availability of privacy	5	7	42	81	92	8
Q8 Waiting time in surgery	8	25	42	81	77	2
Q9 Satisfaction with consultation	6	4	32	75	117	1
Q10 Warmth of greeting	4	6	31	73	118	3
Q11 Ability to listen	3	5	33	66	124	4
Q12 Explanations	4	6	29	78	115	3
Q13 Reassurance	5	7	32	83	107	1
Q14 Confidence in ability	4	5	30	74	119	3
Q15 Able to express concerns/fears	4	9	31	79	109	3
Q16 Respect shown to patient	5	4	28	66	127	5
Q17 Time for visit	4	8	33	74	113	3
Q18 Consideration of personal situation	7	6	32	74	114	2
Q19 Concern for patient	4	7	28	74	120	2
Q20 Recommendation	7	5	30	75	118	0
Q21 Treatment by staff	3	10	24	66	131	1
Q22 Staff keep my information private	3	9	33	61	121	8
Q23 Information on fees	4	9	31	69	109	13
Q24 Opportunity for making complaints	4	10	44	69	95	13
Q25 Information on staying healthy	6	7	36	69	113	4
Q26 Coordination of my care	4	8	34	73	106	10
Q27 Respect of right to second opinion	3	6	40	71	97	18
Q28 Overall satisfaction with practice	5	4	29	73	122	2

Blank/spoilt responses are not included in your mean percentage score analysis.

YOUR PATIENT FEEDBACK

Number of patients providing feedback: 235

YOUR MEAN PERCENTAGE SCORES AND BENCHMARKS

Table 2: Your mean percentage scores benchmarked against data from all participating practices

	Your mean score (%)	Benchmark data: all practices mean scores (%) *				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q1 Making an appointment	80	36	78	84	89	100
Q2 Telephone access to a doctor/nurse	73	22	69	75	81	100
Q3 Obtaining a home/other visit	64	9	63	70	76	100
Q4 After-hours service	68	13	65	71	77	100
Q5 Seeing doctor/nurse of choice	78	20	74	81	87	100
Q6 Consultation and waiting area comfort	82	26	76	82	87	100
Q7 Availability of privacy	77	38	79	84	88	100
Q8 Waiting time in surgery	71	18	61	69	76	100
Q9 Satisfaction with consultation	81	31	83	88	92	100
Q10 Warmth of greeting	82	48	84	89	92	100
Q11 Ability to listen	83	47	84	88	92	100
Q12 Explanations	82	47	83	87	91	100
Q13 Reassurance	80	47	82	87	90	100
Q14 Confidence in ability	82	48	84	89	92	100
Q15 Able to express concerns/fears	80	46	82	87	91	100
Q16 Respect shown to patient	83	43	85	90	93	100
Q17 Time for visit	81	42	81	86	90	100
Q18 Consideration of personal situation	80	47	82	87	91	100
Q19 Concern for patient	82	47	83	88	92	100
Q20 Recommendation	81	45	84	89	92	100
Q21 Treatment by staff	83	48	83	88	92	100
Q22 Staff keep my information private	82	48	84	88	92	100
Q23 Information on fees	80	13	79	83	88	100
Q24 Opportunity for making complaints	77	42	76	81	86	100
Q25 Information on staying healthy	80	36	78	82	87	100
Q26 Coordination of my care	80	43	80	84	88	100
Q27 Respect of right to second opinion	79	44	79	83	88	100
Q28 Overall satisfaction with practice	83	47	83	88	92	100

	Your mean score for this question falls in or above the highest 25% of all PAIS mean scores
	Your mean score for this question falls in the middle 50% of all PAIS mean scores
	Your mean score for this question falls in or below the lowest 25% of all PAIS mean scores

16352

*Benchmarks are based on data from 6,540 surveys completed by 5,104 practices between September 2017 and March 2023, where each survey had a minimum of 30 questionnaires returned, totalling 766,935 patient questionnaires.

See the supporting documents at the end of this report for percentage score calculation and quartile information.

YOUR PATIENT FEEDBACK

Number of patients providing feedback: 235

YOUR MEAN PERCENTAGE SCORES AND BENCHMARKS – FTE AND REMOTENESS AREA SPECIFIC

Table 3: Your mean percentage scores benchmarked against your FTE GP and Remoteness Area categories (4+ - 6 FTE, RA2)

	Your mean score (%)	Benchmark data (%) (4+ - 6 FTE, RA2)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
Q1 Making an appointment	80	55	78	82	86	93
Q2 Telephone access to a doctor/nurse	73	45	67	72	77	88
Q3 Obtaining a home/other visit	64	38	62	67	72	85
Q4 After-hours service	68	48	65	70	74	84
Q5 Seeing doctor/nurse of choice	78	39	70	76	80	91
Q6 Consultation and waiting area comfort	82	50	75	79	83	94
Q7 Availability of privacy	77	54	79	82	84	91
Q8 Waiting time in surgery	71	38	60	65	70	84
Q9 Satisfaction with consultation	81	56	83	87	89	95
Q10 Warmth of greeting	82	54	84	88	90	97
Q11 Ability to listen	83	55	83	87	89	97
Q12 Explanations	82	54	82	86	89	95
Q13 Reassurance	80	54	81	85	88	94
Q14 Confidence in ability	82	55	84	87	90	95
Q15 Able to express concerns/fears	80	56	82	86	88	95
Q16 Respect shown to patient	83	56	86	89	91	96
Q17 Time for visit	81	56	81	84	87	93
Q18 Consideration of personal situation	80	54	82	86	88	94
Q19 Concern for patient	82	57	83	87	89	96
Q20 Recommendation	81	56	84	87	90	95
Q21 Treatment by staff	83	58	83	86	89	95
Q22 Staff keep my information private	82	56	85	87	89	94
Q23 Information on fees	80	53	78	81	84	89
Q24 Opportunity for making complaints	77	49	76	79	82	88
Q25 Information on staying healthy	80	49	78	81	83	89
Q26 Coordination of my care	80	51	80	83	85	90
Q27 Respect of right to second opinion	79	47	78	82	84	90
Q28 Overall satisfaction with practice	83	51	83	86	89	94

	Your mean score for this question falls in or above the highest 25% of all PAIS mean scores
	Your mean score for this question falls in the middle 50% of all PAIS mean scores
	Your mean score for this question falls in or below the lowest 25% of all PAIS mean scores

16369

*Benchmarks are based on data from 191 surveys completed by 159 practices with 4+ - 6 FTE doctors between March 2018 and March 2023, where each survey had a minimum of 30 questionnaires returned, totalling 29,916 patient questionnaires.

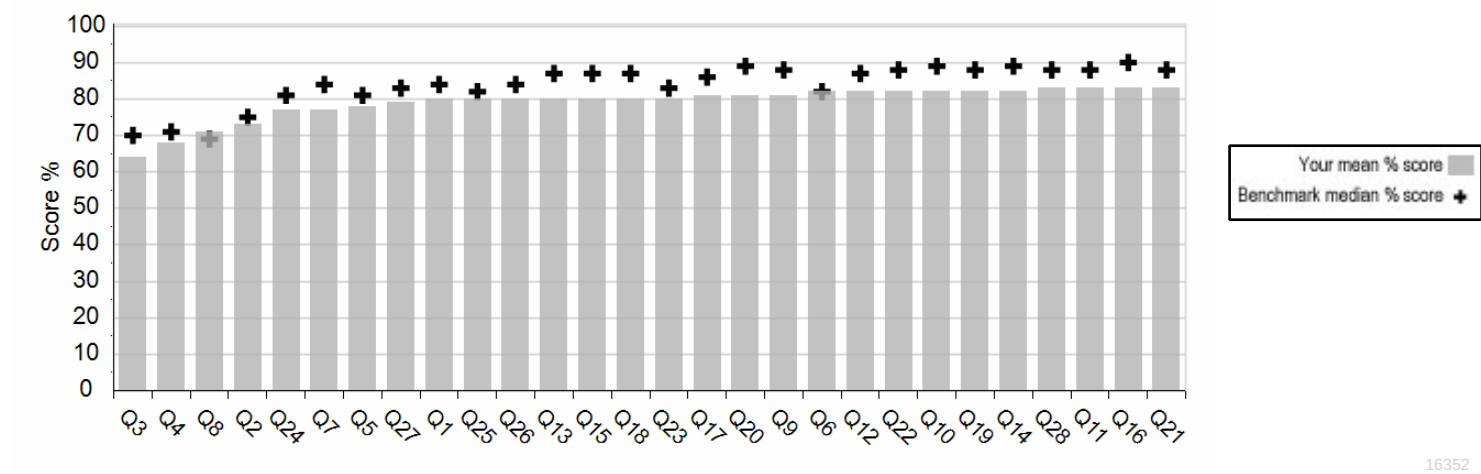
See the supporting documents at the end of this report for percentage score calculation and quartile information.

YOUR PATIENT FEEDBACK

Number of patients providing feedback: 235

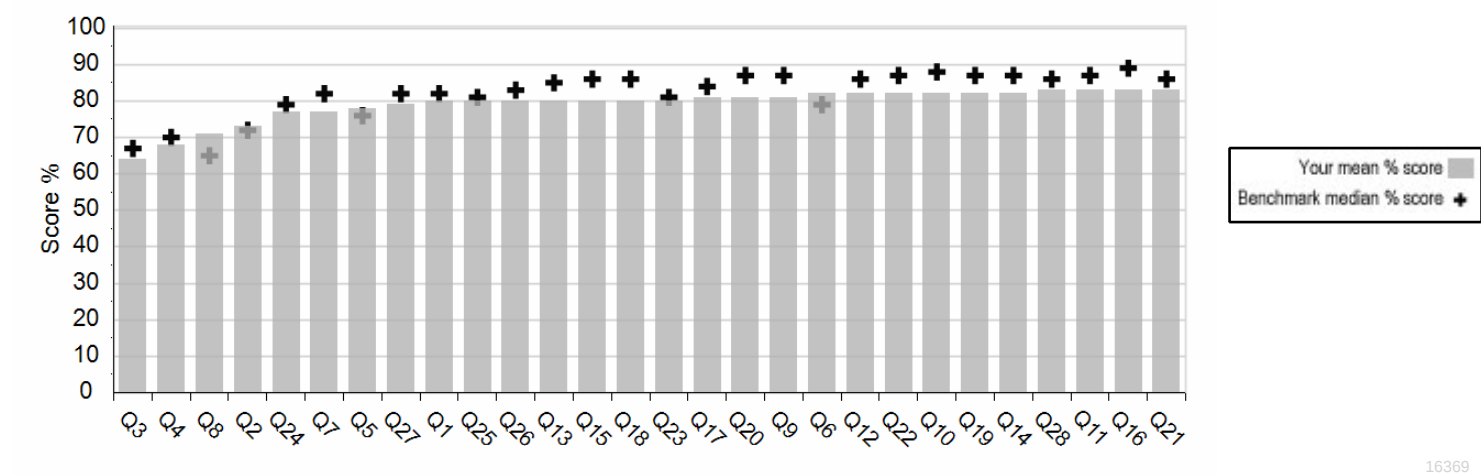
YOUR MEAN PERCENTAGE SCORES AND BENCHMARKS

Graph 1: Your mean percentage scores in ascending order of performance with benchmark mean scores from all participating practices



YOUR MEAN PERCENTAGE SCORES AND BENCHMARKS – FTE AND REMOTENESS AREA SPECIFIC

Graph 2: Your mean percentage scores in ascending order of performance with benchmark mean scores (4+ - 6 FTE, RA2)



YOUR PATIENT FEEDBACK

Number of patients providing feedback: 235

YOUR MEAN PERCENTAGE SCORES AND BENCHMARKS BY DOMAIN – FTE AND REMOTENESS AREA SPECIFIC

Table 4: Your mean percentage scores by domain, benchmarked against your FTE GP and Remoteness Area categories (4+ - 6 FTE, RA2)

Domain**	Your mean score (%)	Benchmark data (%) (4+ - 6 FTE, RA2)*				
		Min	Lower Quartile	Median	Upper Quartile	Max
1 - Access and availability	74	51	71	75	78	86
2 - Provision of information	79	50	77	81	83	89
3 - Privacy and confidentiality	80	53	80	83	85	92
4 - Continuity of care	79	39	74	79	82	91
5 - Communication skills of staff	82	55	83	86	88	94
6 - Interpersonal skills of clinical staff	82	55	83	87	89	96

	Your mean score for this question falls in or above the highest 25% of all PAIS mean scores	16369
	Your mean score for this question falls in the middle 50% of all PAIS mean scores	
	Your mean score for this question falls in or below the lowest 25% of all PAIS mean scores	

*Benchmarks are based on data from 191 surveys completed by 159 practices with 4+ - 6 FTE doctors between March 2018 and March 2023, where each survey had a minimum of 30 questionnaires returned, totalling 29,916 patient questionnaires.
See the supporting documents at the end of this report for percentage score calculation and quartile information.

Table 5: Your mean score and FTE GP (all category) benchmarks

Domain**	Your mean score (%)	Median benchmark data (%) * Number of FTE GPs for RA2					
		<1	>1 to 2	>2 to 4	>4 to 6	>6	All
1 - Access and availability	74	80	79	77	75	72	77
2 - Provision of information	79	86	85	82	81	79	82
3 - Privacy and confidentiality	80	87	87	84	83	81	84
4 - Continuity of care	79	85	85	81	79	75	81
5 - Communication skills of staff	82	89	88	87	86	85	87
6 - Interpersonal skills of clinical staff	82	89	89	88	87	87	88

This table has been created to illustrate the difference in scoring achieved by each FTE GP category within your specified Remoteness Area category. The mean percentage scores displayed within the benchmark table equate to the median (middle) mean percentage score achieved by all practices within the relevant FTE category and specified Remoteness Area category. Your FTE GP category has been shaded within the benchmark table.

*Benchmarks are based on data from 1,100 surveys completed by 875 practices between February 2018 and March 2023, where each survey had a minimum of 30 questionnaires returned, totalling 124,980 patient questionnaires.

**Your percentage mean score for each domain has been calculated based on collated data from groups of questions in this survey (see below).

Domain	Questions
1 - Access and availability	1, 2, 3, 4, 8, 17, 27
2 - Provision of information	23, 24, 25
3 - Privacy and confidentiality	6, 7, 22
4 - Continuity of care	5, 26
5 - Communication skills of staff	11, 12, 15, 18, 21
6 - Interpersonal skills of clinical staff	10, 13, 14, 16, 19

YOUR PATIENT FEEDBACK

Number of patients providing feedback: 235

YOUR PATIENT DEMOGRAPHICS (BASED ON THOSE WHO COMPLETED THE QUESTIONNAIRE)

Table 6: Number of patient responses by demographic category, your mean scores and benchmarks

	Number of responses	Your mean score (%)	Benchmark data (%)*				
			Min	Lower Quartile	Median	Upper Quartile	Max
Gender							
Female	146	81	41	80	84	88	100
Male	85	76	47	79	84	88	100
Blank	4	--	35	73	80	86	100
Age							
Under 25	33	76	33	76	83	88	100
25 - 59	140	78	48	79	84	88	100
60 +	55	83	43	80	84	88	100
Blank	7	73	29	70	78	85	100
Visit with usual doctor/nurse							
Yes	184	81	47	81	85	89	100
No	44	71	34	74	80	85	100
Blank	7	78	29	72	79	85	100
Visits in last year							
1 - 5 Visits	145	79	47	78	83	87	100
6+ visits	82	81	43	81	85	89	100
Blank	8	74	28	71	78	85	100
Chronic illness or disability							
Yes	131	81	40	80	85	89	100
No	97	78	49	79	84	88	100
Blank	7	56	35	73	80	86	100
Speak English at home							
Yes	130	77	48	80	84	88	100
No	3	--	41	75	81	87	100
Blank	102	82	22	69	78	85	100

*Benchmarks are based on data from 6,540 surveys completed by 5,104 practices between September 2017 and March 2023, where each survey had a minimum of 30 questionnaires returned, totalling 766,935 patient questionnaires.

-- Score not provided. In the event that there are less than 5 patient responses for any category, the score will not be illustrated.

- Benchmark data not available

See the supporting documents at the end of this report for percentage score calculation and quartile information.

Statistical reliability cannot be guaranteed for small numbers but act as a guide.

YOUR PATIENT FEEDBACK

Number of patients providing feedback: 235

YOUR PATIENT DEMOGRAPHICS (BASED ON THOSE WHO COMPLETED THE QUESTIONNAIRE)

Table 6: Number of patient responses by demographic category, your mean scores and benchmarks

	Number of responses	Your mean score (%)	Benchmark data (%)*				
			Min	Lower Quartile	Median	Upper Quartile	Max
Speak another language							
Yes	28	69	44	78	83	88	100
No	109	79	46	80	84	88	100
Blank	98	82	34	73	80	86	100
Born in Australia							
Yes	131	77	44	80	84	88	100
No	5	65	45	79	84	88	100
Blank	99	82	23	71	79	86	100
Aboriginal or Torres Strait Islander							
Yes	99	77	34	73	80	87	100
No	41	77	50	80	84	88	100
Blank	95	82	30	73	80	86	100
Concession or Healthcare Card							
Yes	89	77	41	80	84	88	100
No	49	76	48	79	84	88	100
Blank	97	83	36	73	80	86	100
Level of education							
Never attended school	1	--	29	61	72	81	97
TAFE or Trade Certificate or Diploma	33	79	45	79	84	88	100
Primary school	6	74	33	73	80	86	100
University or other Tertiary Institute degree	40	71	44	80	85	89	100
High school	55	80	41	79	84	88	100
Other	5	81	40	76	83	88	100
Blank	95	82	21	70	77	84	100

*Benchmarks are based on data from 6,540 surveys completed by 5,104 practices between September 2017 and March 2023, where each survey had a minimum of 30 questionnaires returned, totalling 766,935 patient questionnaires.

-- Score not provided. In the event that there are less than 5 patient responses for any category, the score will not be illustrated.

- Benchmark data not available

See the supporting documents at the end of this report for percentage score calculation and quartile information.

Statistical reliability cannot be guaranteed for small numbers but act as a guide.

YOUR PATIENT FEEDBACK

Number of patients providing feedback: 235

PREVIOUS SURVEY SCORES COMPARISON

Table 7: Your current and previous mean percentage scores

	Current scores	May 2022	August 2018
Q1 Making an appointment	80	88	59
Q2 Telephone access to a doctor/nurse	73	80	48
Q3 Obtaining a home/other visit	64	63	46
Q4 After-hours service	68	66	44
Q5 Seeing doctor/nurse of choice	78	88	46
Q6 Consultation and waiting area comfort	82	91	41
Q7 Availability of privacy	77	87	53
Q8 Waiting time in surgery	71	74	29
Q9 Satisfaction with consultation	81	90	47
Q10 Warmth of greeting	82	92	48
Q11 Ability to listen	83	91	47
Q12 Explanations	82	91	47
Q13 Reassurance	80	90	47
Q14 Confidence in ability	82	92	48
Q15 Able to express concerns/fears	80	91	46
Q16 Respect shown to patient	83	92	43
Q17 Time for visit	81	90	44
Q18 Consideration of personal situation	80	91	47
Q19 Concern for patient	82	92	47
Q20 Recommendation	81	93	45
Q21 Treatment by staff	83	93	66
Q22 Staff keep my information private	82	92	55
Q23 Information on fees	80	88	52
Q24 Opportunity for making complaints	77	90	50
Q25 Information on staying healthy	80	89	55
Q26 Coordination of my care	80	88	55
Q27 Respect of right to second opinion	79	90	47
Q28 Overall satisfaction with practice	83	92	47

YOUR PATIENT FEEDBACK

Number of patients providing feedback: 235

YOUR PATIENT COMMENTS

From the free text component of the questionnaire.

All comments have been included in their entirety but details which could identify a specific practitioner, practice or patient have been removed to ensure anonymity.

Trigger warning: This report may contain content of a sensitive nature and cover a range of sensitive topics that may trigger readers.

How can the doctor/nurse and/or practice staff improve their service?

- If possible to provide home visits for those very unwell, that is, those undergoing [treatment], with the appropriate personal protective equipment where necessary. And where waiting times become aware let patients know can delay coming in, particularly where patient has [chronic disease] going without food and water are at risk. Seating is comfortable only where not prolonged wait time.
- Changing the process for someone who has moved to the area. I have been denying to be able to get medical treatment till all my medical records are received. This should not be a barrier for someone trying to get medical treatment.
- Needs more space, clinic rooms, and private areas for patients to talk privately or have quiet time.
- All the staff and doctors are excellent.
- No, it is good.
- Kind and friendly. No complaints.
- You cannot. Excellent.
- Keep doing the same thing.
- Very impressed with every aspect of [Practice]. I was a little apprehensive, not being indigenous, but I was treated no different to my partner who is. I would like to extend my thanks and gratitude to all staff members.
- Maintain their professionalism and the promise of a healer with a true self heart and true own soul.
- No need to. [Practice] is a great healthcare. Only thing I would recommend is they get more telephones in there so there are more lines for patients and the receptionists who deal with back lash from the issue. Other than that, amazing service.
- All good.
- Confidentiality.
- Every thing is good, keep it up.
- This service was and is good.
- Keep up the amazing work.
- Nothing. All staff go above and beyond for their clients.
- Reception staff changed my scheduled appointment without telling me until I arrived for my scheduled appointment. My doctor had attempted to phone me. I called back and was told I would be contacted when they found out who tried to contact me. I did not receive a call back. Staff have always been really good especially my doctor and Aboriginal health practitioner, but lately reception staff have made it difficult for me attending my scheduled appointments with poor communication.
- Occasional long waits to get an appointment. Also, difficult to get through on the telephones, lines always busy.
- Telephones are often hard to get through. Reception staff could be more friendly.
- Keep up good work you are are doing.
- Keep up the great work you already do.

YOUR PATIENT FEEDBACK

Number of patients providing feedback: 235

YOUR PATIENT COMMENTS

From the free text component of the questionnaire.

All comments have been included in their entirety but details which could identify a specific practitioner, practice or patient have been removed to ensure anonymity.

Trigger warning: This report may contain content of a sensitive nature and cover a range of sensitive topics that may trigger readers.

How can the doctor/nurse and/or practice staff improve their service?

- Communication could be improved when clinicians are away and appointment need to be cancelled/rescheduled. Last year I had two times I sat in the wait room only to be told the clinician was not there. Was also meant to be contacted by a counsellor again, but never received another call.
- Very happy with overall service.
- The best front door staff. Always making everyone smile.
- Awesome service.
- Staff are usually helpful and friendly. Doctor I seen is wonderful. Always something interesting happening at the clinic.
- The staff are amazing and wonderful. [Doctor] is a pompous idiot.
- Great service.
- My experience at [Practice] as a patient was very good and I have no complaints.
- Waiting times is an issue with most locations.
- I find the doctors and nurses good.
- Everything they do is good and excellent.
- Nothing. Just keep it the way it is.
- Workers ask people for ideas and do not listen and wonder why there is mental health in community.
- I have no complaints. I have always been treated with respect and friendliness.
- They all do a very good job even when under pressure.
- Always been polite and respectful. Could not wish for nicer reception staff.
- Always been polite and respectful. Could not wish for nicer reception staff.
- Improved transport runs with respect from some drivers and some respect from some receptionists in building one.
- I find all staff are very respectful and I think they all do a good job. Thankyou.
- Doctor is an odd person who tends to spend more time talking about their personal circumstances than my needs. Stated that they had completed referrals as a matter of urgency, however did not and failed to refer for a necessary procedure that they had stated was urgent. For some reason they wear a mask, however frequently has it under their nose or is playing with it with their hands. Little understanding of effect of illness on personal circumstance.

SUPPORTING DOCUMENTS

Number of patients providing feedback: 235

DETAILS OF SCORE CALCULATION

The score provided for each question in this questionnaire is the mean (average) value of all of the ratings from all patients who completed the question. It is expressed as a percentage - so the best possible score is 100%.

Non-rated responses (Blank/spoilt) are not used in the score calculations. (A blank response is where a patient did not respond to the question and a spoilt response is where more than one tick box option was chosen or the questionnaire was defaced).

Example from your Q1 Making an appointment

Total number of responses = 235

Questionnaire rating scale	Poor	Fair	Good	Very Good	Excellent	Non rated responses
Number of ratings	5	15	30	66	119	0
Value assigned to each rating	0	25	50	75	100	n/a

$$\frac{(\text{number of Poor ratings} \times 0) + (\text{number of Fair ratings} \times 25) + (\text{number of Good ratings} \times 50) + (\text{number of Very Good ratings} \times 75) + (\text{number of Excellent ratings} \times 100)}{(\text{total number of responses} - \text{number of Non rated responses})} = \frac{(5 \times 0) + (15 \times 25) + (30 \times 50) + (66 \times 75) + (119 \times 100)}{(235 - 0)} = \frac{18725}{235}$$

Your score for Q1 = 80%

EXPLANATION OF THE BENCHMARK DATA RANGE

In statistics a quartile is any one of the three values that divide data into four equal parts, each part represents ¼ of the sampled population.

Quartiles comprise:

Lower quartile, below which lies the lowest 25% of the data.

The median, cuts the data set in half and around which lies the middle 50% of the data.

Upper quartile, above which lies the top 25% of the data

Question	Your score (%)	Benchmark data (%)*				
		Min	Lower Quartile	Median	Upper Quartile	Maximum
Q1 Making an appointment	80	36	78	84	89	100

16352

*Benchmarks are based on data from 6,540 surveys completed by 5,104 practices between September 2017 and March 2023, where each survey had a minimum of 30 questionnaires returned, totalling 766,935 patient questionnaires.

Practice Accreditation and Improvement Survey

Example Practice
Dr Example

OPTIONAL USE ONLY	Org ID	«OrgUnitId»
	Survey ID	«SID»
	GP PID	«PID»

YOU CAN HELP THIS GENERAL PRACTICE IMPROVE ITS SERVICE

- Your practice would welcome your feedback. If you choose not to participate, your care will not be affected.
- No-one at the practice will be able to identify your personal responses. Anonymised data may be used for research.
- If you are filling out this questionnaire on behalf of someone else please give their judgment of their experience if possible.
- Please mark the box like this ☒ with a ball point pen. If you change your mind just cross out your old response and make your new choice (with a tick in the box). If you are unable to answer a question, or a question doesn't apply to you, please leave it blank.

Please rate the following

	Poor	Fair	Good	Very Good	Excellent
1 My level of satisfaction with making an appointment	☐	☐	☐	☐	☐
2 Opportunity of speaking to a clinician on the telephone when necessary	☐	☐	☐	☐	☐
3 Opportunity for obtaining a home or other visit when necessary	☐	☐	☐	☐	☐
4 Level of satisfaction with the after-hours service	☐	☐	☐	☐	☐
5 Chances of seeing the <i>clinician of my choice</i>	☐	☐	☐	☐	☐
6 Comfort level of consultation and waiting areas	☐	☐	☐	☐	☐
7 Availability of privacy if needed to be discussed, including asking my permission if a third party is invited to be present (e.g. medical student, family or staff member)	☐	☐	☐	☐	☐
8 Length of time waiting to see the doctor/nurse	☐	☐	☐	☐	☐

About the doctor/nurse (whom you just saw)

	Poor	Fair	Good	Very Good	Excellent
9 My overall satisfaction with this visit to the doctor/nurse is	☐	☐	☐	☐	☐
10 The warmth of the doctor/nurse's greeting to me was	☐	☐	☐	☐	☐
11 On this visit I would rate the doctor/nurse's ability to really listen to me as	☐	☐	☐	☐	☐
12 The doctor/nurse's explanations and information provided about my medical condition was	☐	☐	☐	☐	☐
13 The extent to which I felt reassured by doctor/nurse was	☐	☐	☐	☐	☐
14 My confidence in the doctor/nurse's ability is	☐	☐	☐	☐	☐
15 The opportunity the doctor/nurse gave me to express my concerns or fears about my care was	☐	☐	☐	☐	☐
16 The respect shown to me by the doctor/nurse was	☐	☐	☐	☐	☐
17 The amount of time given to me on this visit was	☐	☐	☐	☐	☐
18 The doctor/nurse's consideration of my personal situation when advising me was	☐	☐	☐	☐	☐
19 The doctor/nurse's concern for me as a person in this visit was	☐	☐	☐	☐	☐
20 The recommendation I would give to my friends about the doctor/nurse would be	☐	☐	☐	☐	☐

Please turn over ↶



SAMPLE QUESTIONNAIRE

About the staff

		Poor	Fair	Good	Very Good	Excellent
21	The manner in which I was treated by the staff (e.g. receptionists, practice manager)	☐	☐	☐	☐	☐
22	The way in which staff keep my personal information private and confidential	☐	☐	☐	☐	☐
23	Information provided by the practice on fees and other potential costs	☐	☐	☐	☐	☐
24	The opportunity for making complaints to the practice about its service and quality of care	☐	☐	☐	☐	☐

Finally

		Poor	Fair	Good	Very Good	Excellent
25	The information provided by the practice about how to prevent illness and stay healthy (e.g. alcohol use, health risks of smoking, diet habits etc.) was	☐	☐	☐	☐	☐
26	The coordination of my care by the practice with other healthcare providers (e.g. hospital, specialists, allied health professionals etc.) was	☐	☐	☐	☐	☐
27	The practice's respect of my right to a second opinion was	☐	☐	☐	☐	☐
28	My overall satisfaction with the general practice is	☐	☐	☐	☐	☐
29	How can the clinician and/or practice staff improve their service?					

The following questions provide us only with general information about the range of people who have responded to this survey. This information will not be used to identify you and will remain confidential.

Are you: ☐ Female ☐ Male	How old are you in years? ☐ Under 25 ☐ 25 – 59 ☐ 60+	Was this dealt with your usual clinician? ☐ Yes ☐ No	How many times have you visited the practice in the last year? ☐ 1 – 5 visits ☐ 6+ visits	Do you have any chronic illness or disability that is likely to affect you over a long period of time? ☐ Yes ☐ No
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Your background: (please answer each of the four questions below)		Do you hold a Concession or Healthcare Card?
Do you primarily speak English at home?	☐ Yes ☐ No	☐ Yes ☐ No
Do you speak another language apart from English?	☐ Yes ☐ No	
Were you born in Australia?	☐ Yes ☐ No	
Are you of Aboriginal or Torres Strait Islander descent?	☐ Yes ☐ No	

What is the highest level of education you have completed (please mark one box only)?	
☐ Never attended school	☐ TAFE or Trade Certificate or Diploma
☐ Primary school	☐ University or some other Tertiary Institute degree
☐ High school	☐ Other

Thank you for your time and assistance in completing this questionnaire

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Introduction

We recognise the constant pressures faced by practice teams on a daily basis and commend you on your constant drive to enhance the care, safety and service provided to your patients. Although you've now received feedback from a number of patients and received your report, it's important to recognise the ongoing value of patient engagement and feedback as part of your continuous quality improvement journey.

Involving patients, via systematic feedback and further discussions, can lead to tangible differences in the quality and satisfaction of their healthcare experience with your team. Such differences could lead to increased patient activation levels, health outcomes and competitive advantages.

Using the survey to improve patient relations

As part of the RACGP Standards 5th edition accreditation requirements, Criterion QI 1.2 Indicator > C, requires that following the completion of the patient feedback process, practices share the results with their patients. Recognising that all patient feedback collected as part of the survey process is anonymous, you may find the following opportunities for sharing your results with your patients helpful:

- Display summary posters of key findings within your practice.
- Produce an A4 results summary document and placing it on your practice notice board.
- Publish an easy-to-read feature (in your current practice newsletter or a one-off newsletter) and/or website highlighting the key findings for patients. This could also provide an opportunity to request additional patient engagement to support with identified quality improvement initiatives or changes within the practice.
- Host a webinar or information session at your practice to explain the findings to an invited or extended group of patients.
- Schedule an event which includes practice staff and patients, to discuss the results and agree on methods of communicating the results to other patients. This group could develop an ongoing action plan to implement changes with the potential to meet regularly to discuss additional improvement opportunities.

Using the survey to improve your own practice

Undertaking the survey provides an opportunity for quality improvement however it's the actionable outputs and commitment by your team that will support your practice to see future improvements in scores. It's useful to utilise your action plan, which can also detail strategies, milestones and timelines, for change while ensuring your team is committed and accountable to making quality improvements happen.

The survey can act as a baseline measurement, which in subsequent years can be used to show whether improvements have been made. Although the RACGP Standard stipulate that this occurs every three years, your team may like to make this an annual process to allow for more regular assessment of your practice and patient experiences.

ACTION PLAN

Thank you for completing the Practice Accreditation Improvement Survey (PAIS) with CFEP Surveys.

This action plan includes questions that are designed to help your team reflect on the results of practice's patient survey. We encourage you to take particular note of your mean percentage score for each question (found on page 2 of your report), your domain scores (found on page 4 of your report), and to compare your scores to the national benchmarks. Reviewing patient comments provides unique further insight and perspective.

Understanding of your report findings will allow your practice team to celebrate your strengths and to think about ways things could be done differently. It will also support you to identify new initiatives that could be implemented as part of continuous quality improvement within your practice. We encourage you to take the time to consider your responses and opportunities to support actionable outputs.

Undertaking a team meeting dedicated to gathering ideas based on the findings within your report provides staff with the opportunity to discuss the findings and reflect on the results, while creating a culture of collaboration and transparency.

1. Which are the areas where the practice is performing strongly? Are you pleased with the scores and why?

Areas where the practice is performing strongly	Your brief commentary
1.	
2.	
3.	

2. Which are the areas where the survey identified the greatest potential for improvement? What actions might you take to improve performance? Look for practical and realistic actions.

Areas where the survey identified the greatest potential for improvement	Your brief commentary	Action taken to improve performance
1.		
2.		
3.		

ACTION PLAN

3. Did the practice staff discuss the results of the survey?

☐ YES

☐ NO

If YES, how and when was this done?

If YES, who was involved? (roles of people, not names)

4. Did the practice provide information to patients based on the results of the survey?

☐ YES

☐ NO

If YES, how was this done?

5. How useful have you found the patient feedback results in gaining a better understanding of how to approach quality improvement activities in your practice?

☐

Poor

☐

Fair

☐

Good

☐

Very Good

☐

Excellent

Please comment

6. Please rate your overall experience of carrying out this survey

☐

Poor

☐

Fair

☐

Good

☐

Very Good

☐

Excellent

Please comment on both positive aspects and areas you feel could be improved



Certificate of Completion

This is to certify that

Tamworth Aboriginal Medical Service

Suite 1 180 Peel Street
Tamworth NSW 2340

has completed the

Patient Feedback Survey

28 July 2025

Conducted by **CFEP Surveys**



A handwritten signature in black ink, appearing to read 'Tina Janamian', with a long horizontal stroke extending to the right.

Adj Assoc Prof Tina Janamian
Chief Executive Officer



We listened to your feedback

As a result, we're taking active steps to
better your patient experience

At Tamworth Aboriginal Medical Service we carried out a patient survey (the Practice Accreditation and Improvement Survey) and asked for your honest opinions on the service we provide. We listened to your concerns and have taken the following actions in order to make improvements to patient care where you feel it would be most useful:



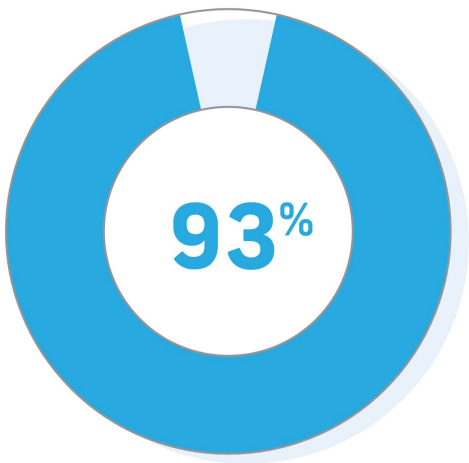
What you told us	Changes we're making
1.	
2.	
3.	
4.	

Tamworth Aboriginal Medical Service

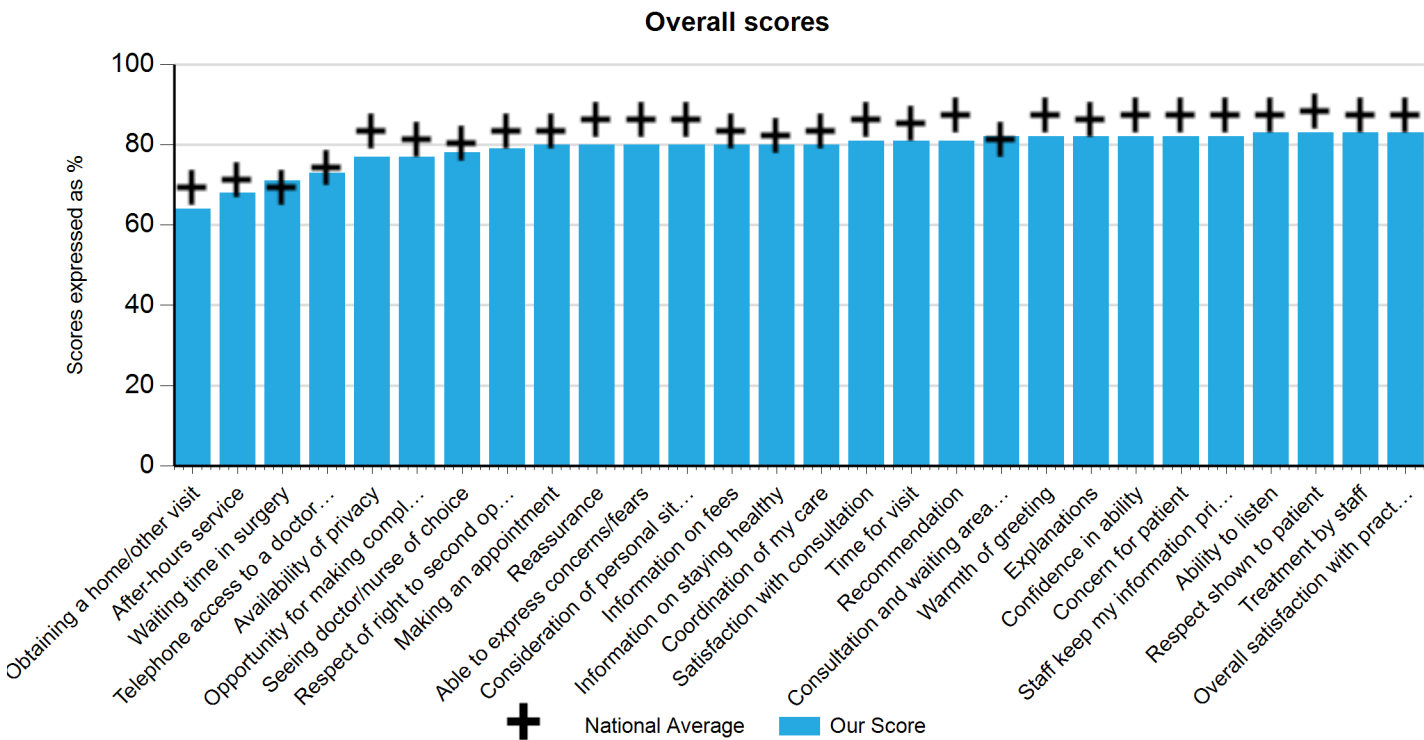
Here are the results of our recent

PATIENT FEEDBACK SURVEY

*Striving towards
excellence!*



of all patient ratings
about this practice were
good, very good or excellent



The results of this survey will help us to provide the **best possible service to you**



This Survey was completed by 235 patients in July 2025