

How Are We Doing?

Results of Survey handed out in March 2016. Thank you to those patients who sent responses that will assist us in improving our Quality of Care.

General Patient Information: Nationality of those surveyed **97%** Australian **3%** other

Age **0%** 16-30 **6%** 31-40 years **12%** 41 to 50 years **36%** 51 to 60 years **35%** 61 to 70 **11%** over 71

51% here for first Visit **46%** had 2-5 Visits **3%** had been here more than 6.

| | | |
|---|---------------------|-----|
| Rated our concern for your privacy | Good to Outstanding | 90% |
| Would recommend this facility and its staff to family and friends | | 98% |

Scheduling Your Appointment

| | |
|------|----------------------------------|
| 73% | Appointments scheduled by phone |
| 0% | Dropped in to Jolimont |
| 27% | Appointments made by Specialists |
| | |
| 54% | Admission forms emailed |
| 31% | Posted |
| 15% | Given by GP |
| 100% | Rated the process as Easy |

Day of Your Appointment

| | |
|---------------------------------|-------------------------------------|
| Wait in the reception area | |
| 78% | from 5 to 20 minutes |
| 22% | from 20 to 40 minutes or more |
| To see Doctor in Admission room | |
| 45% | patients waited less than 5 minutes |
| 55% | waited less than 20 minutes |
| | |
| 94% | Found Jolimont easily |

The Medical and Nursing Staff

| | | |
|---|---------------------|------|
| Competence of the nurse who helped them | Good to Outstanding | 100% |
| Concern for our patient shown by the nurse was | Good to Outstanding | 100% |
| The nurse responded efficiently to requests by patients | | 100% |
| Patient's said their Procedure doctor spent adequate amount of time with them | | 100% |
| Doctor was found to be attentive and friendly | | 100% |
| Patients found the Anesthetist explanation was | Good to Outstanding | 97% |
| Doctor's answered questions to patient's satisfaction | | 100% |
| Staff Introduced themselves prior to procedure commencing | | 100% |
| Name band checked and details confirmed (1 patient could not remember) | | 97% |

Administration staff

| | |
|------|---|
| 100% | Patients found Admission staff very courteous |
| 100% | Booking staff Courteous & helpful |
| 100% | Reception staff were found to be either Very Courteous or Courteous |

The Facility

| | | |
|---|-------|-----|
| Did you have any concerns regarding the cleanliness of Jolimont Endoscopy | 100% | No |
| Did you find the bathroom (near reception) clean | 100% | Yes |
| Was the change room cleanliness satisfactory (Colonoscopy Patients) | 100 % | Yes |

Procedures - 9% Gastroscopy 67% Colonoscopy 24 % Both

100% of patients found Colonoscopy Prep successful and 96 % found instructions easy to follow

The prep did interfere with usual routine for 60% of patients but 40 % said No it did not interfere with routine.

And below are the comments made regarding this process

• **The amount of fluid to consume**

- **Being on restricted diet was difficult**
- **Day off work required/leaving early x 3**
- **The taste of the prep x 4**
- **Dinner at 5pm night before was early.**
- **Thought prep instructions not clear x 2**
- **Up later than usual**

| | | |
|--|------|-----|
| Were Post Procedure Instructions given? | 100% | Yes |
| Were they easy to follow and easily understood | 100% | Yes |
| Were you aware you to phone post procedure if Antibiotics were prescribed? | 75 % | Yes |
| 12% wrote Not Applicable | 13% | No |
| Was Important information handed over to other staff | 100% | Yes |

WEB SITE - 20% of patients viewed Jolimont Web site prior to admission but of those 100% said it was helpful
100 % of the patients who received a pre-op check list found it useful, although only **85%** had this form.

- **Patient booked in specialist rooms was not aware of web site.**

Comments regarding reception waiting room.

- **Change Art work**
- **More women's magazines**
- **Very comfortable**
- **Like new furniture**

Please list any areas in which you think our service could be improved?

- **Simpler instructions for prep**
- **Forms we could sign directly**
- **A note regarding taking Panadol**
- **Better Sign at Entry**

GENERAL Comments

- **Reception staff handled a very rude person at the front desk with courtesy and kindness "Full Marks"**
- **Doctor and staff all friendly and professional – Congratulations**
- **Service very good but "nanny state" evident, but necessary**
- **Keep up good work**
- **All staff were lovely, friendly and reassuring**
- **Happy with my care and the communication all times**
- **Service was excellent**
- **Clinic staff were all outstanding**