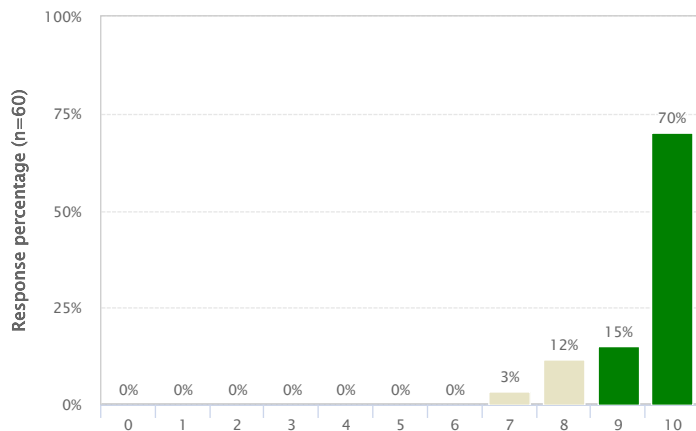


Voice of the Patient Scorecard
Kalbar Medical Centre
Period: Invited 19 Jul 2017 – 6 Oct 2025

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



Net Promoter Score* (NPS)

Detractors	Passives	Promoters	Net Promoter Score
0% (n=0)	15% (n=9)	85% (n=51)	85

An additional 0 respondents answered 'N/A'.

* 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 dimensions

Item
Communication and interpersonal skills of admin staff
Privacy and confidentiality
Interpersonal skills of clinical staff
Provision of information
Continuity of care
Access and availability

The mean score is calculated by converting the 1–5 scale to a 0–100 scale where 1=0, 2=25, 3=50, 4=75 and 5=100

Lowest performing items

Item
Everything ran on time
I am able to see a doctor quickly when I need to
I am able to see the doctor of my choice

The mean score is calculated by converting the 1–5 scale to a 0–100 scale where 1=0, 2=25, 3=50, 4=75 and 5=100

Highest performing items

Item	Kalbar Medical Centre	General Practice
The practice is clean and tidy	94%	93%
The reception staff are helpful	94%	91%
I am confident my information will remain private and confidential	94%	92%
The clinical team respected me	94%	93%
The physical aspects of the practice allow privacy and confidentiality	94%	91%
The practice makes adequate provisions for my privacy	94%	90%
The clinical team paid attention to what I had to say	94%	92%
The clinical team were caring and concerned about me as a person	94%	92%
All my questions have been answered	93%	90%
I received enough information	92%	90%

The mean score is calculated by converting the 1–5 scale to a 0–100 scale where 1=0, 2=25, 3=50, 4=75 and 5=100.

Suggestions for improvement

Everything ran on time

- Contact patients ahead of their appointment if there are expected delays
- Provide estimated waiting time to patients on arrival
- Consider procedures to explain delays to patients

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

I am able to see the doctor of my choice

- Publish your calendar online so patients can see available appointments
- Have a stand-by list where patients can sign-up to short notice
- Create awareness of all GPs, with photos and bios on display
- Introduce regular patients to all GPs

What is the best thing about your experience with this practice? (48 comment/s)

- All staff, both Drs and admin team are friendly and helpful all the team
- Professional caring friendly staff (at all levels) who attend to my health and well being needs
- Helpful
- Prompt and friendly, very well informed
- Kind staff that always go up and beyond
- Update of gthe services appearance
- Good doctors, great level of service. ABle to see appointments available
- Availability
- Friendly and helpful
- All the staff make you feel at ease when you have anxiety about sick children
- Local and consistant
- Always listend to and helped the staff constantly go above and beyond
- I can usually get appts as I need and get services needed
- Family friendly
- The staff
- Convenience
- Great advice from Dr
- They listen to what you have to say. Very caring
- Friendly service
- Friendly doctor and staff
- Less wait times to get an apppointment - great doctors
- Take seriously
- Accessibility to informed medical advice
- They listen to me
- Timely response for appointment
- Friendly staff, understanding and efficiency
- My health has rarely faltered to extremes
- Always helpful
- Confident with the level of care provided to me
- Good. Doctors advice, helpful staff
- Thorough appointments
- I always feel I am treated with respect
- Everybody is extremely polite and helpful
- Very acceptable, good/excellent car parking, helpful as a person and especially reception staff
- Staff are happy and caring
- Everything
- Good
- Always helpful
- Professional way it is conducted
- Personalised professional care
- THe care given to me when my husband and son passed away
- Good relationship with Dr

- Service
- Good service and doctors
- Doctors and staff are always helpful and pleasant
- To see my doctor of choice
- You can talk to the staff and they listen
- Good service

How could the practice improve the quality of care they provide to you? (34 comment/s)

- Being able to make appt ahead of time
- General maintenance on practice facilities (physical environment)
- Not sure
- Don't know
- It's all good
- Try run on bigger schedule, open earlier although usually very punctual
- The waiting outside due to covid rules
- N/A
- N/A
- Nil
- It is all good
- They cannot improve anything
- Good as is
- N/A
- N/A
- Not sure
- Ok
- Run to time a little better
- Thats up to them
- N/A
- I believe their care provided to me is already good quality
- Not sure; I havent found anything
- N/A
- I am happy as is
- No changes needed
- All ok
- No need for improvement
- I can not fault this practice
- Happy as is
- N/A
- Maybe bulk bill
- I'm satisfied with the service
- From today can't. Great service
- N/A