



HARGREAVES STREET MEDICAL PRACTICE
454 Hargreaves Street Bendigo 3550
PH: 0354543973 Fax: 0354988857
EMAIL: reception@hargreavestmedical.com.au

Access and availability

Q1. Making an appointment and waiting to see a clinician at your last visit

Please rate each statement

Statements	Poor	Fair	Good	Very Good	Excellent	N/A	Don't Know
Seeing the clinician of your choice							
Getting an appointment for a time that suited you							
The time you had to wait after you arrived at the Clinic							
The amount of time spent travelling to the clinic							
Getting reminders for your appointment							

Do you have any comments you would like to make about making an appointment and waiting to see a clinician?

Comments:

Communication and interpersonal skills of administrative Staff

Q2. Your experience with reception staff at your last visit

Please rate each statement

Statements	Poor	Fair	Good	Very Good	Excellent	N/A	Don't Know
Were welcoming upon your arrival							
Were professional in dealing with you							
Were courteous and polite							

Do you have any comments you would like to make about making an appointment and waiting to see a clinician?

Comments:



HARGREAVES STREET MEDICAL PRACTICE
454 Hargreaves Street Bendigo 3550
PH: 0354543973 Fax: 0354988857
EMAIL: reception@hargreavestmedical.com.au

Communication and interpersonal skills of clinical Staff

Q3. Your experience of the interpersonal skills of the clinician at your last visit
 Please rate each statement

Statements	Poor	Fair	Good	Very Good	Excellent	N/A	Don't Know
Treated you with respect							
Understood your personal circumstances							
Made you feel comfortable							

Do you have any comments you would like to make about making an appointment and waiting to see a clinician?

Comments:

Q4. Your experience of the way clinicians communicated with you at your last visit
 Please rate each statement

Statements	Poor	Fair	Good	Very Good	Excellent	N/A	Don't Know
Helped you understand your medical condition							
Explained the purpose of tests and treatment							
Adequately discussed your personal issues							

Do you have any comments you would like to make about making an appointment and waiting to see a clinician?

Comments:



HARGREAVES STREET MEDICAL PRACTICE
454 Hargreaves Street Bendigo 3550
PH: 0354543973 Fax: 0354988857
EMAIL: reception@hargreavestmedical.com.au

Provision of Information

Q5. Your experience of the information given to you by clinicians at your last visit

Please rate each statement

Statements	Poor	Fair	Good	Very Good	Excellent	N/A	Don't Know
The amount of useful information given about your condition							
The amount of useful information given about your treatment							
Information about how to take your medicines							
Do you have any comments you would like to make about making an appointment and waiting to see a clinician?							

Comments:

Privacy and Confidentiality

Q6. Your experience of privacy at your last visit

Please rate each statement

Statements	Poor	Fair	Good	Very Good	Excellent	N/A	Don't Know
Privacy when you were examined							
Being able to discuss personal issues that were sensitive							
The way in which information was given to other clinicians							
Do you have any comments you would like to make about making an appointment and waiting to see a clinician?							

Comments:



HARGREAVES STREET MEDICAL PRACTICE
454 Hargreaves Street Bendigo 3550
PH: 0354543973 Fax: 0354988857
EMAIL: reception@hargreavestmedical.com.au

Continuity of Care

Q7. Your experience of the way your clinician worked with other healthcare professionals at your last visit
 Please rate each statement

Statements	Poor	Fair	Good	Very Good	Excellent	N/A	Don't Know
Knew your medical history at the clinic							
Gave you options for specialists or other health providers you need to see							
Coordinated different healthcare professionals							

Do you have any comments you would like to make about making an appointment and waiting to see a clinician?

Comments:

Experience over last year

Q8. Thinking about your experience with the general practice over the past year
 Please rate the practice on the following

Statements	Poor	Fair	Good	Very Good	Excellent	N/A	Don't Know
Suitability of clinic opening hours							
Being able to see a doctor at the clinic when you needed urgent care							
Being able to see the doctor of your choice							

Do you have any comments you would like to make about making an appointment and waiting to see a clinician?

Comments:



HARGREAVES STREET MEDICAL PRACTICE
454 Hargreaves Street Bendigo 3550
PH: 0354543973 Fax: 0354988857
EMAIL: reception@hargreavestmedical.com.au

Patient demographics

Are You?	Do you consider yourself to be of Aboriginal and/or Torres Strait Islander descent?
Male Female	Yes No
Have you been to another general practice in the last year?	Which languages do you speak at home? Tick all spoken
Yes No	English
What is your age?	Arabic
15 ----- 24 Years	Cantonese
25 ----- 44 Years	Mandarin
45 ----- 64 Years	Vietnamese
65 Years or Over	Hindi
Don't wish to say	Greek
	Other