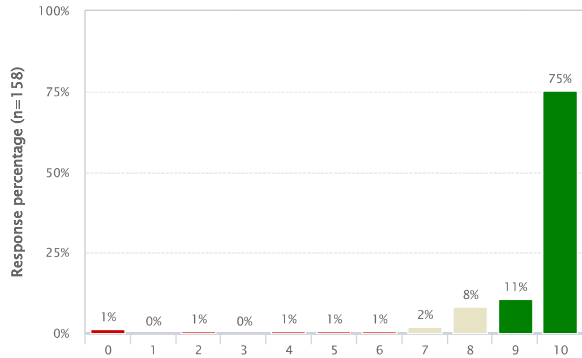


Patient Satisfaction Survey Scorecard  
 South West Medical Centre 2025  
 Period: Invited 19 Jul 2017 - 20 Apr 2026



How likely are you to recommend this practice to your family and friends?



Net Promoter Score\* (NPS)

Detractors	Passives	Promoters	Net Promoter Score
4% (n=6)	10% (n=16)	86% (n=136)	82

An additional 2 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 domains

Item	South West Medical Centre 2025	General Practice
Interpersonal skills of clinical staff	93%	92%
Continuity of care	88%	88%
Privacy and confidentiality	88%	91%
Provision of information	86%	87%
Communication and interpersonal skills of admin staff	84%	88%
Access and availability	81%	78%

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	South West Medical Centre 2025	General Practice
My appointment started on time	72%	72%
Speed of getting an appointment when I need one	81%	76%
Easy to get an appointment time that suited me	83%	79%

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	South West Medical Centre 2025	General Practice
They listened to me	93%	92%
They showed me care and compassion	93%	92%
They respected me	93%	93%
The clinic was clean	93%	93%
They work well together	91%	88%
My questions were answered well	90%	90%
I got the right amount of information about my condition	88%	90%
Reception staff assisted me	88%	91%
I was able to make informed choices about my health	88%	89%
Being able to see the doctor I choose	87%	84%

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

My appointment started on time

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

Speed of getting an appointment when I need one

- Keep a few spare appointments for urgent requests
- Communicate processes for handling urgent requests from patients

Easy to get an appointment time that suited me

- Publish your calendar online so patients can see available times for each doctor
- Create a cancellation/waitlist notification system so cancelled appointments can be filled and more patients can be accommodated