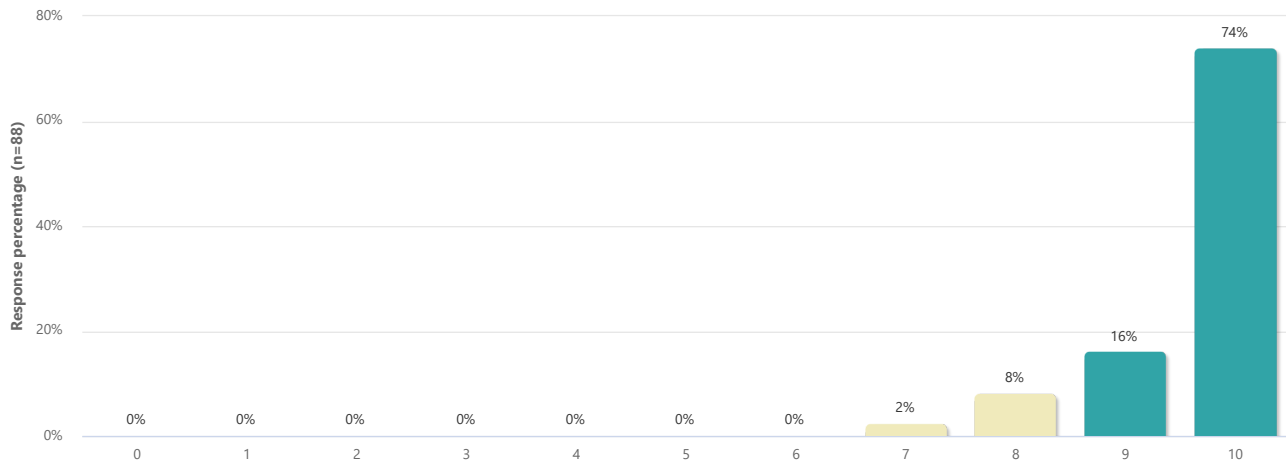


Patient Satisfaction Survey Scorecard

Practice: Boonah Medical Centre 2026 (Invited
2026)



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



Net Promoter Score* (NPS)

Detractors	Passives	Promoters	Net Promoter Score
0% (n=0)	10% (n=9)	90% (n=79)	90

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 domains

Item	Boonah Medical Centre 2026	General Practice
Interpersonal skills of clinical staff	96%	93%
Privacy and confidentiality	95%	91%
Continuity of care	95%	90%
Provision of information	92%	88%
Communication and interpersonal skills of admin staff	92%	88%
Access and availability	85%	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.

Highest performing items

Item	Boonah Medical Centre 2026	General Practice
They showed me care and compassion	97%	93%
They respected me	97%	94%
They listened to me	96%	93%
My privacy and confidentiality were supported by the clinic's physical setup	96%	92%
The clinic was clean	95%	93%
Reception staff assisted me	95%	92%
I was able to make informed choices about my health	94%	90%
There are measures in place to protect my privacy	94%	90%
They work well together	94%	92%
There was good coordination between the practice team and other health providers (such as allied health, specialists or hospitals)	94%	89%

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	Boonah Medical Centre 2026	General Practice
My appointment started on time	83%	68%
Speed of getting an appointment when I need one	84%	79%
Easy to get an appointment time that suited me	85%	80%

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