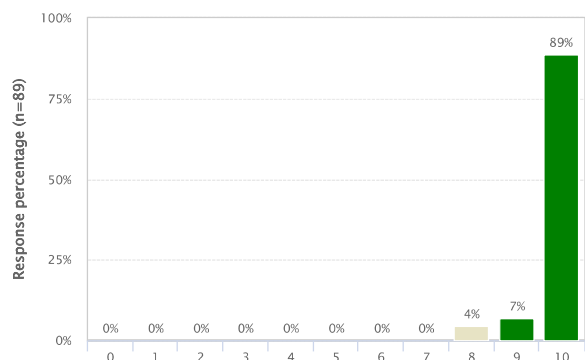


Patient Satisfaction Survey Scorecard  
Argyle Medical Centre 2026  
Period: Invited FY2025/26



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



### Net Promoter Score\* (NPS)

| Detractors  | Passives    | Promoters     | Net Promoter Score |
|-------------|-------------|---------------|--------------------|
| 0%<br>(n=0) | 4%<br>(n=4) | 96%<br>(n=85) | 96                 |

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.  $NPS = (Promoters - Detractors) / Total\ responses$ .

### Highest performing items

| Item                                                                                                                               | Argyle Medical Centre 2026 | General Practice |
|------------------------------------------------------------------------------------------------------------------------------------|----------------------------|------------------|
| They listened to me                                                                                                                | 99%                        | 93%              |
| They work well together                                                                                                            | 99%                        | 91%              |
| They respected me                                                                                                                  | 99%                        | 94%              |
| My privacy and confidentiality were supported by the clinic's physical setup                                                       | 99%                        | 92%              |
| The clinic was clean                                                                                                               | 99%                        | 93%              |
| They showed me care and compassion                                                                                                 | 99%                        | 93%              |
| I was able to make informed choices about my health                                                                                | 99%                        | 90%              |
| Reception staff assisted me                                                                                                        | 98%                        | 92%              |
| There are measures in place to protect my privacy                                                                                  | 98%                        | 90%              |
| There was good coordination between the practice team and other health providers (such as allied health, specialists or hospitals) | 97%                        | 88%              |

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.

### Performance across six domains

| Item                                                  | Argyle Medical Centre 2026 | General Practice |
|-------------------------------------------------------|----------------------------|------------------|
| Interpersonal skills of clinical staff                | 99%                        | 93%              |
| Privacy and confidentiality                           | 99%                        | 91%              |
| Continuity of care                                    | 98%                        | 89%              |
| Communication and interpersonal skills of admin staff | 98%                        | 88%              |
| Provision of information                              | 96%                        | 88%              |
| Access and availability                               | 87%                        | 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.

### Lowest performing items

| Item                                            | Argyle Medical Centre 2026 | General Practice |
|-------------------------------------------------|----------------------------|------------------|
| My appointment started on time                  | 68%                        | 71%              |
| Speed of getting an appointment when I need one | 91%                        | 78%              |
| Easy to get an appointment time that suited me  | 92%                        | 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