

# A simple patient feedback process for your accreditation



## Insync's Patient Satisfaction Instrument

- Developed in Australia in consultation with Practice Managers, GPs and patients
- Approved by the RACGP for use in practice accreditation
- Provides a comprehensive understanding of your patients and their views of your practice
- Shows you how you perform against other practices
- Provides you with a list of priorities for improvement and suggestions on how to improve these aspects of your practice

Practice accreditation is stressful and occupies the valuable time of busy practice staff. Let us lighten the load and help you improve the service you provide your patients.

We can co-ordinate and complete the patient feedback component of your practice accreditation.

You will receive:

- **The RACGP approved survey and supporting materials**  
Contains everything you need so you can start handing out surveys as patients arrive at reception.
- **An RACGP approved methodology**  
Developed at the suggestion of Practice Managers and reception staff during workshops conducted in collaboration with a division of general practice. See reverse for more details.
- **Two reports**  
All results are benchmarked against the pooled results from all practices and identify areas for improvement. You will receive:
  1. An easy to understand summary report that makes suggestions for each of the top priorities for improvement
  2. A dynamic online report where you can study your results in detail, using filters and cross-tabulation

Practices that have completed the previous version of PSI (PSIv4), can review their new PSIv5 results against measurements retained from PSIv4.

**Ask us how.** Speak to one of our dedicated PSI research consultants today.



## Patient Satisfaction Instrument methodology

The development of PSI involved continuously reviewing the published literature from Australia and overseas, consultation with Australian Practice Managers and careful testing and analysis of several iterations of the survey. There are seven different domains that drive the overall performance of a general practice. They are not equally important. Understanding which domains matter most will help to improve overall performance.

Gathering feedback from your patients via the PSI will give you insight into which domains matter most, and which ones are a priority for improvement for your practice.

### Domain 1: Access

High performing practices are excellent at providing access and their patients appreciate it. Patients visiting low performing practices seem to have given up hope.

### Domain 2: Ease of use

With the lowest levels of patient satisfaction among all of the domains, it is important to remember that some of the activities in this domain apply to less than half of all patients.

### Domain 3: Arrival

While high performing practices provide a great experience on arrival, it's not terribly important to their patients. However, it's important to patients visiting low performing practices where it provides an opportunity to get some easy wins.

### Domain 4: The consultation

The most important domain to patients is also the domain that patients rate most highly – especially if they see their usual GP. This makes it easy for small practices, but it can be problematic for larger practices.

### Domain 5: Provision of information

Providing health information is the foundation of a practice's role. It's highly important to patients, and practices do it well, but there is room for improvement and an opportunity to enhance the value that practices provide to their patients and their community.

### Domain 6: Organisation

The way the practice team works together and with other health services in the area is highly important to patients as well as the team itself. Of course, waiting times drag this down, but does it really matter.

### Domain 7: Privacy and confidentiality

A highly important area for patients, particularly among those visiting the lowest performing practices, and larger practices. The biggest problem seems to be in the waiting room where conversations can be overheard.