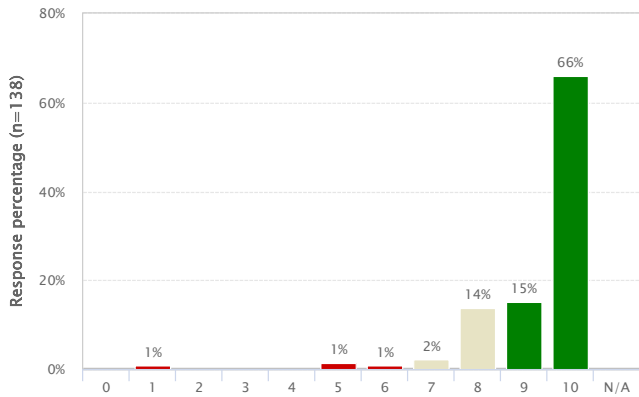# Berwick Healthcare 2022 Voice of the Patient Scorecard
Period: Invited 19 Jul 2017 – 28 Jul 2022

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How likely would you be to recommend this practice to family and friends?

Net Promoter Score* (NPS)

Detractors	Passives	Promoters	Net Promoter Score
3% (n=4)	**16%** (n=22)	**81%** (n=112)	**78**

* 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	Berwick Healthcare 2022	General Practice
The practice is clean and tidy	86%	79%
The clinical team respected me	85%	77%
The clinical team paid attention to what I had to say	80%	74%
The clinical team were caring and concerned about me as a person	80%	75%
I am confident my information will remain private and confidential	77%	75%
The physical aspects of the practice allow privacy and confidentiality	76%	73%
The reception staff are helpful	76%	75%
All my questions have been answered	75%	70%
I received enough information	74%	68%
The practice makes adequate provisions for my privacy	69%	71%

% favourable - the proportion of patients delighted with your service, responding a 5 out of 5

Performance across six domains

Item	Berwick Healthcare 2022	General Practice
Interpersonal skills of clinical staff	82%	75%
Communication and interpersonal skills of admin staff	81%	77%
Privacy and confidentiality	74%	73%
Provision of information	71%	68%
Continuity of care	63%	64%
Access and availability	47%	48%

% favourable - the proportion of patients delighted with your service, responding a 5 out of 5

Lowest performing items

Item	Berwick Healthcare 2022	General Practice
Everything ran on time	36%	36%
I am able to see a doctor quickly when I need to	42%	44%
It is easy to make an appointment for a day and time that suits me	45%	49%

% favourable - the proportion of patients delighted with your service, responding a 5 out of 5

Suggestions for improvement

Everything ran 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

I am able to see a doctor quickly when I need to
- Keep a few spare appointments for urgent requests
- Communicate processes for handling urgent requests from patients

It is easy to make an appointment for a day and time that suits 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