



illawarra medical services

Patient Feedback Form

Date/...../.....	
Demographics	
How often do you attend IMS?	<input type="checkbox"/> Daily or weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Yearly <input type="checkbox"/> First time
How long have you attended IMS?	<input type="checkbox"/> First time <input type="checkbox"/> A few months <input type="checkbox"/> 1-5 years <input type="checkbox"/> <5 years
What age group are you in?	<input type="checkbox"/> <18y.o. <input type="checkbox"/> 18-25y.o. <input type="checkbox"/> 26-40y.o. <input type="checkbox"/> 41-60y.o. <input type="checkbox"/> >60y.o.
What gender do you identify as?	<input type="checkbox"/> Female <input type="checkbox"/> Male <input type="checkbox"/> Prefer not to say <input type="checkbox"/> Other
What is your ethnicity?	<input type="checkbox"/> Aboriginal <input type="checkbox"/> Torres Strait Islander <input type="checkbox"/> Other:
What languages do you speak at home?
Highest level of education?	<input type="checkbox"/> Year 10 <input type="checkbox"/> HSC <input type="checkbox"/> TAFE <input type="checkbox"/> Bachelor <input type="checkbox"/> Masters/PhD
Concession cards held?	<input type="checkbox"/> Healthcare card <input type="checkbox"/> Pensioner card
Feedback	
<i>Please circle the most appropriate rating as a score out of 5, with 5 being 'most satisfied'</i>	
How would you rate your waiting time to book an appointment?	1 2 3 4 5
How would you rate your waiting time whilst inside the practice?	1 2 3 4 5
How would you rate the ease with which you could contact IMS staff?	1 2 3 4 5
How would you rate the length of your standard consultations?	1 2 3 4 5
Were you satisfied with the practitioner you saw today?	1 2 3 4 5
Were you satisfied with the information provided during your consult?	1 2 3 4 5
Were you satisfied with how the practitioner's communication during your consult?	1 2 3 4 5
Were you sufficiently involved in the decisions regarding your health?	1 2 3 4 5
Was the action plan set out for you during your consult explained to you?	1 2 3 4 5
Were you satisfied with the level of privacy in the waiting area?	1 2 3 4 5
Were you satisfied with the level of privacy during your consult?	1 2 3 4 5
Were reception staff welcoming and polite?	1 2 3 4 5
Do you have any other comments?	