

Q1

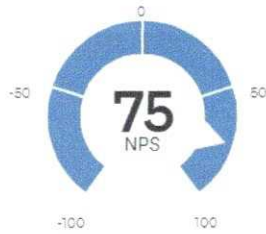
Hide Benchmark

Chart Type

How likely is it that you would recommend Tony to a friend or colleague?

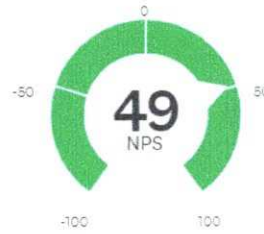


Your Net Promoter® Score



Answered: 196 Skipped: 4

Healthcare



Average from 2,842 Organizations
1/1/2018 - 12/31/2018

Your score is in the top 50-75%

MINIMUM	LOWER QUARTILE	MEDIAN	UPPER QUARTILE	MAXIMUM
-100	28.4	57.2	77.6	100

Your Net Promoter® Score: 75

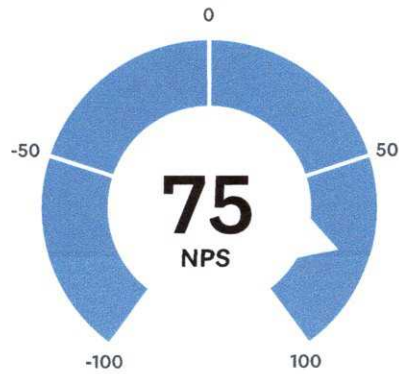
Distribution of Responses

	DETRACTORS (0-6)	PASSIVES (7-8)	PROMOTERS (9-10)	NET PROMOTER® SCORE
Your Responses	4.08% 8	16.84% 33	79.08% 155	75
Healthcare	14.29%	22.67%	63.04%	49

Patient Satisfaction

Q1 How likely is it that you would recommend Tony to a friend or colleague?

Answered: 196 Skipped: 4



DETRACTORS (0-6)

4%
8

PASSIVES (7-8)

17%
33

PROMOTERS (9-10)

79%
155

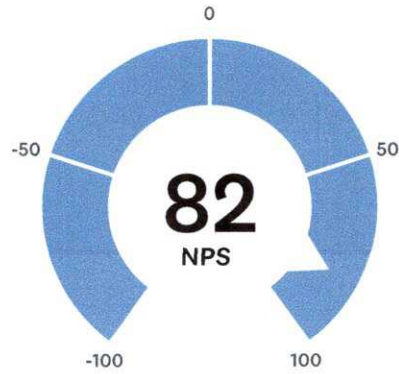
NET PROMOTER® SCORE

75

Patient Satisfaction

Q2 How likely is it that you would recommend Tony to someone similar to you?

Answered: 193 Skipped: 7



DETRACTORS (0-6)

4%
8

PASSIVES (7-8)

10%
19

PROMOTERS (9-10)

86%
166

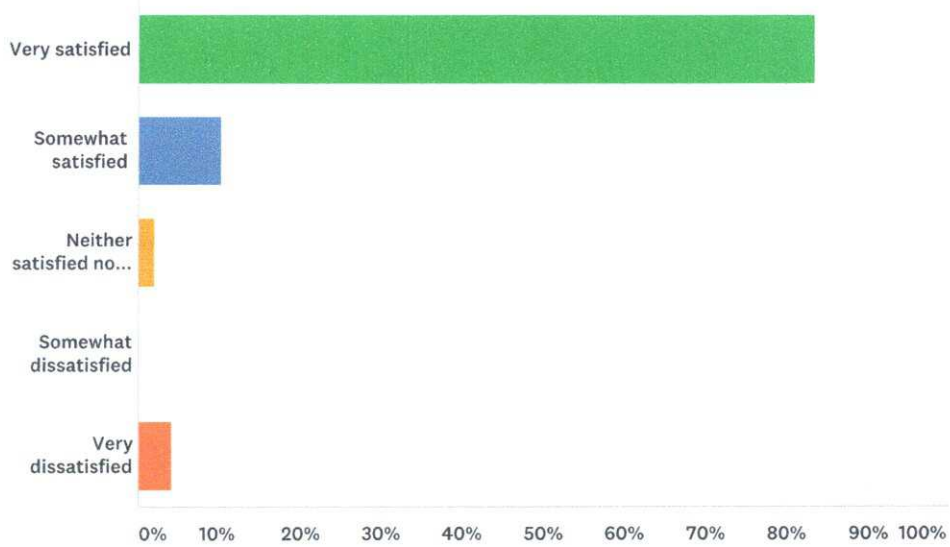
NET PROMOTER® SCORE

82

Patient Satisfaction

Q3 Overall, how satisfied or dissatisfied were you with your last visit to Suite 62?

Answered: 194 Skipped: 6

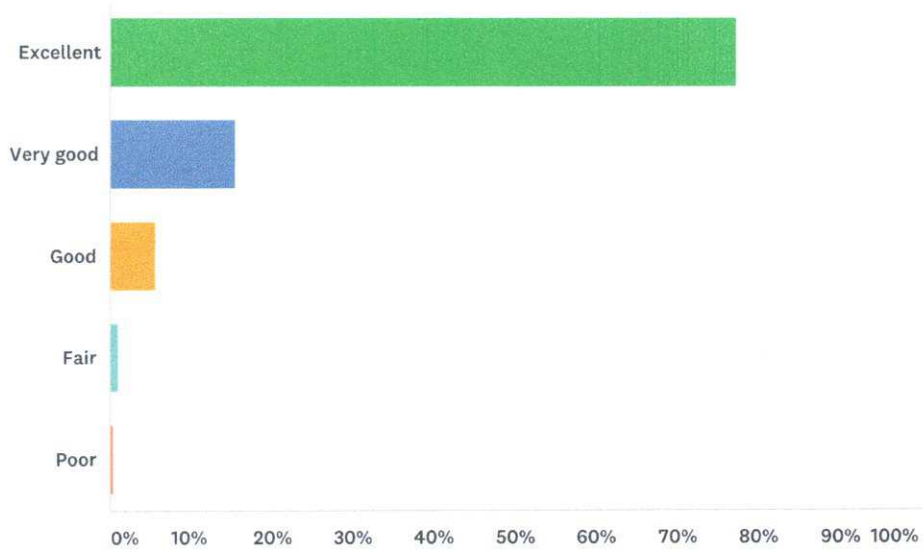


ANSWER CHOICES	RESPONSES	
Very satisfied	83.51%	162
Somewhat satisfied	10.31%	20
Neither satisfied nor dissatisfied	2.06%	4
Somewhat dissatisfied	0.00%	0
Very dissatisfied	4.12%	8
TOTAL		194

Patient Satisfaction

Q4 Overall, how would you rate the service you received from the staff at Suite 62?

Answered: 193 Skipped: 7

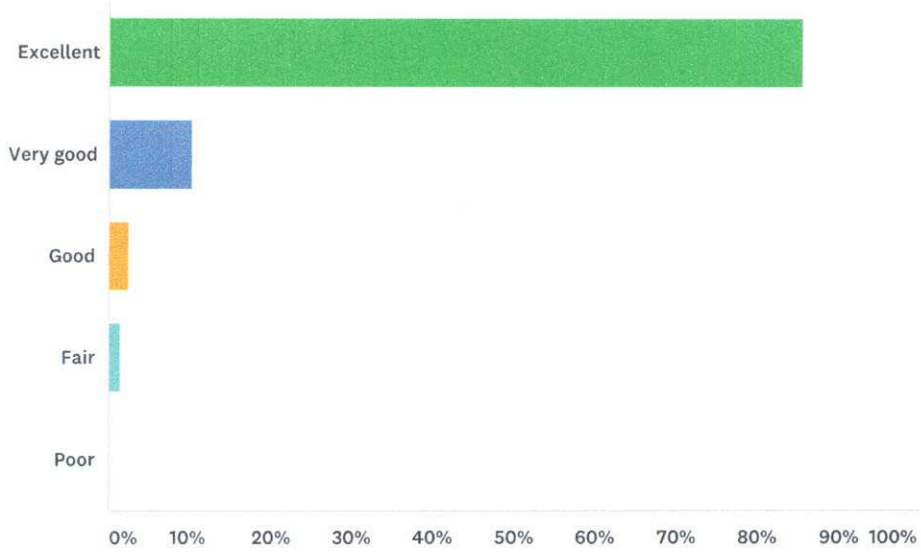


ANSWER CHOICES	RESPONSES	
Excellent	77.20%	149
Very good	15.54%	30
Good	5.70%	11
Fair	1.04%	2
Poor	0.52%	1
TOTAL		193

Patient Satisfaction

Q5 Overall, how would you rate the care you received from Tony?

Answered: 194 Skipped: 6

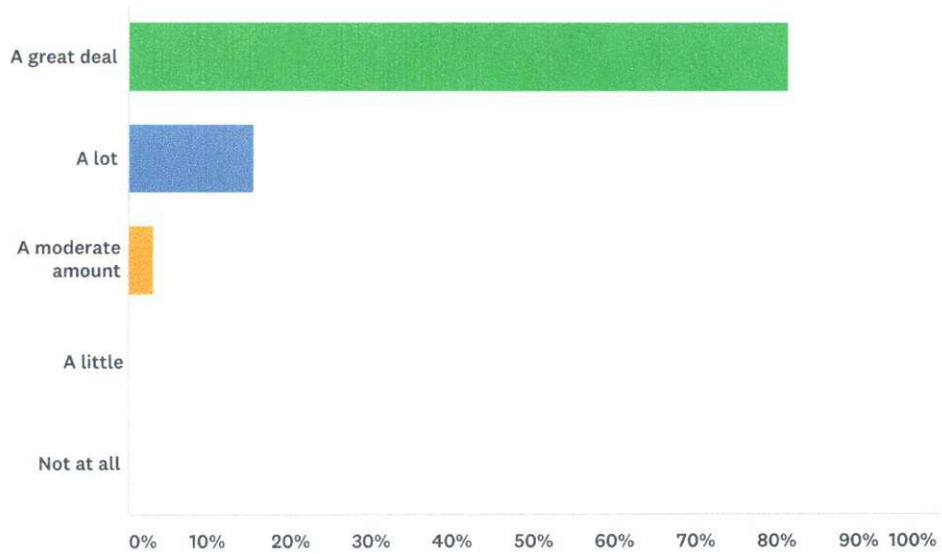


ANSWER CHOICES	RESPONSES	
Excellent	85.57%	166
Very good	10.31%	20
Good	2.58%	5
Fair	1.55%	3
Poor	0.00%	0
TOTAL		194

Patient Satisfaction

Q6 How much do you trust Tony to make medical decisions that are in your best interests?

Answered: 193 Skipped: 7

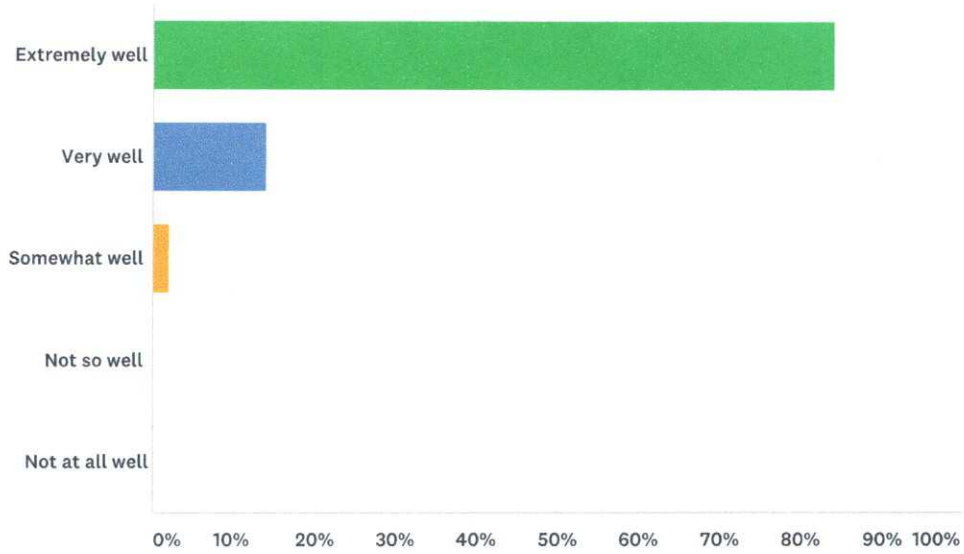


ANSWER CHOICES	RESPONSES	
A great deal	81.35%	157
A lot	15.54%	30
A moderate amount	3.11%	6
A little	0.00%	0
Not at all	0.00%	0
TOTAL		193

Patient Satisfaction

Q7 How well did Tony listen to your needs?

Answered: 194 Skipped: 6

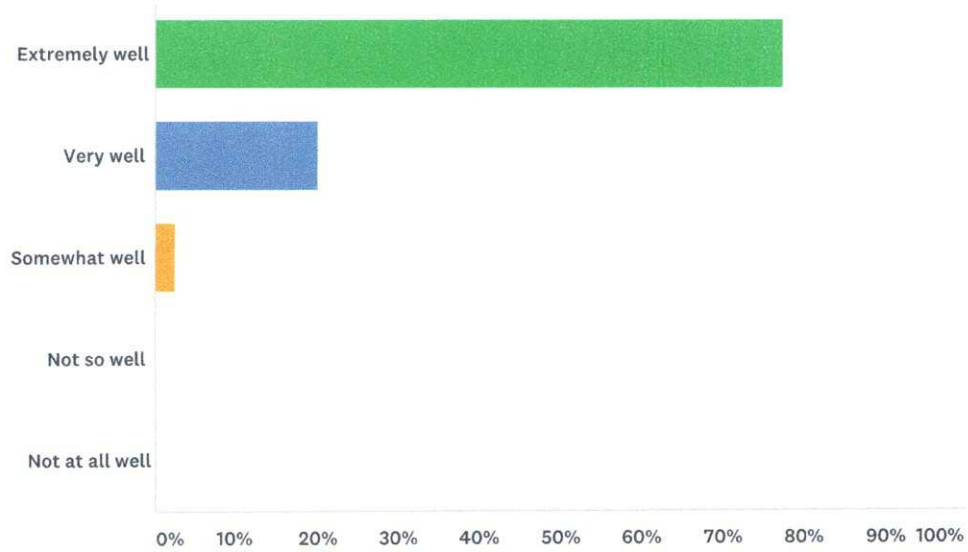


ANSWER CHOICES	RESPONSES	
Extremely well	84.02%	163
Very well	13.92%	27
Somewhat well	2.06%	4
Not so well	0.00%	0
Not at all well	0.00%	0
TOTAL		194

Patient Satisfaction

Q8 How well did Tony answer your questions?

Answered: 194 Skipped: 6

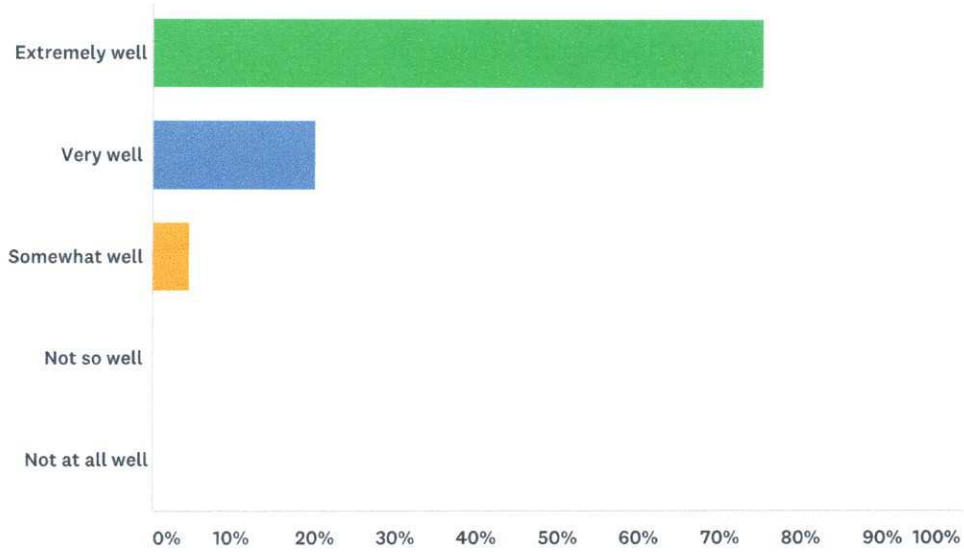


ANSWER CHOICES	RESPONSES	
Extremely well	77.32%	150
Very well	20.10%	39
Somewhat well	2.58%	5
Not so well	0.00%	0
Not at all well	0.00%	0
TOTAL		194

Patient Satisfaction

Q9 How well did Tony explain your treatment options?

Answered: 194 Skipped: 6

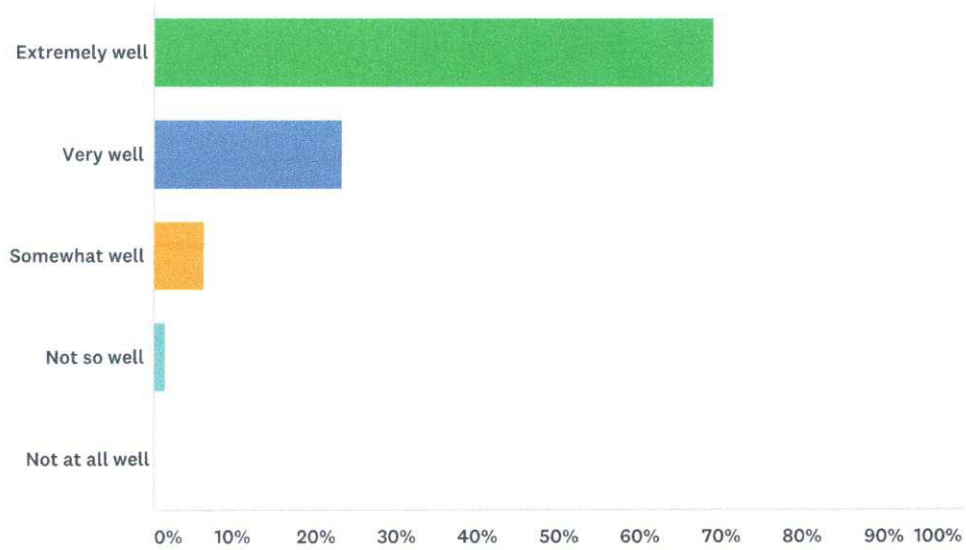


ANSWER CHOICES	RESPONSES	
Extremely well	75.26%	146
Very well	20.10%	39
Somewhat well	4.64%	9
Not so well	0.00%	0
Not at all well	0.00%	0
TOTAL		194

Patient Satisfaction

Q10 How well did Tony explain your follow-up care?

Answered: 194 Skipped: 6

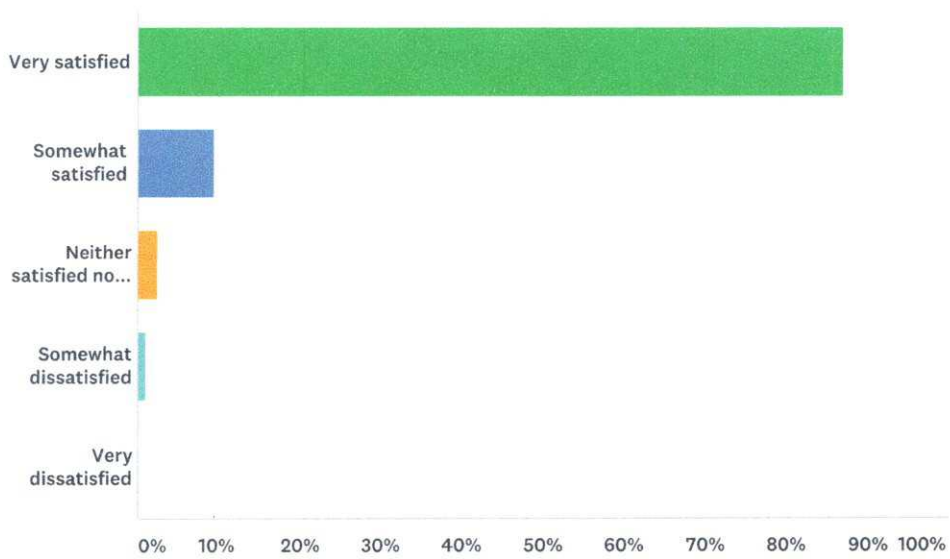


ANSWER CHOICES	RESPONSES	
Extremely well	69.07%	134
Very well	23.20%	45
Somewhat well	6.19%	12
Not so well	1.55%	3
Not at all well	0.00%	0
TOTAL		194

Patient Satisfaction

Q11 How satisfied or dissatisfied were you with the amount of time your provider spent with you addressing your needs?

Answered: 193 Skipped: 7



ANSWER CHOICES	RESPONSES	
Very satisfied	87.05%	168
Somewhat satisfied	9.33%	18
Neither satisfied nor dissatisfied	2.59%	5
Somewhat dissatisfied	1.04%	2
Very dissatisfied	0.00%	0
TOTAL		193

Patient Satisfaction

Q12 Is there anything we could have done to improve your last visit?

Answered: 100 Skipped: 100

#	RESPONSES	DATE
1	Excellent The whole visit was excellent, nothing needed improving.	1/17/2019 1:42 PM
2	No Change Needed Thank you Dr Mander	12/19/2018 10:45 AM
3	Address Issue Reduce costs	12/10/2018 1:43 PM
4	Excellent Nothing at all, I'm am thankful to find somebody who understands my condition and listens.	12/3/2018 10:45 AM
5	Address Issue the cost is prohibitive to those on disability pensions and for the 5 min consult it is far too much	11/29/2018 11:55 AM
6	No Change Needed No	11/28/2018 9:51 AM
7	No Change Needed Tony put me at ease	11/27/2018 11:44 AM
8	No Change Needed Internally I felt a bit overwhelmed at the end of the appointment and, despite reading the booklet thoroughly, I'm still a bit cloudy (can't remember) about the immediate follow-up and communication with your office now that I have started my medications. I will call your office, though. All good. :)	11/26/2018 10:34 AM
9	Address Issue I do trust Dr Manders expertise. However I had taken notes to share with him about the issues I had lived with over the years, the reasons why I had arranged to see him. I had arranged for him to speak to my sister or mother, as per the information I was given when I booked the appointment He didn't need to do the either. My diagnosis was based on a series of tests that are paid for in addition to the appointment fee. While I was aware that test would be done to substantiate the findings during the appointment. My sister or mother may have been able to provide this information. And the end of the appointment I given a choice of follow up care which was a bit confusing. Once I made my choice and the fees for testing and the follow up care were tallied. I was a bit shocked. Overall I was happy outcome and glad I went.	11/22/2018 10:49 AM
10	No Change Needed Since it's the first consultation I've initiated and clearly remember, I have no input as to what you could improve apon.	11/13/2018 6:27 PM

Patient Satisfaction

11	Address Issue Only two ramble-y ones, overall I'm pretty happy: 1. For short-notice bookings (like jumping on a last-minute cancellation), just a standard copy-paste reminder that there will be no rebate if there is not enough time to get a GP referral (like less than 3 days..?), and a prompt of whether we still want to proceed with booking. As I booked a Monday appt on a Friday afternoon without much thought, that prompt would have forced me to pause (it was a bit hectic that day). I hadn't originally intended to book an appt when I emailed (but realised in the moment it would be a good idea when it was suggested). As such, referrals or rebates didn't event enter my mind. I possibly also didn't make the connection because it was for an Annual Review, so for whatever reason it never crossed my mind that it was the same as any other appointment, and this happens a lot.* Ultimately I understand it's on me to remember to get a referral, so I don't place blame. This was just one of those situations where several factors all converged. The prompt would just be a handy reminder, because sometimes in the moment I just forget – especially when quick decisions are required (and/or my brain just isn't firing on all cylinders that day). *As silly as that sounds, I don't know why it happens, it's like sometimes facts just seem to sit together in my mind, but never talk to one another. Certain things just never seem to occur to me. Like I share a car, but despite knowing this I keep making plans without even considering whether or not someone else is using it. In this case I independently know psych appointments need referrals in order to rebate, but in this context the association was never made, for reasons I can't explain. — 2. Email notices about when Dr Mander is on leave, sent simultaneously to an email list when it's posted to Facebook. I acknowledge the convenience and wide use of FB, but for the most part I try to stay away from it (what with the ADD and all, haha). Mostly I just use FB's standalone messenger. I will still browse the feed sporadically, but for the most part I always seem to miss Dr Mander's posts due to FB's weird algorithm. There is possibly a way to make my FB feed prioritise his posts, but it's not immediately apparent (haha and I'm suppose to be tech-savvy!) so a lot of other people may be missing the posts too. I'd imagine there would also be those that don't really use FB at all. There are online automation services like Zapier or IFTTT that can do this, meaning the post only has to be written once and it can be sent to multiple places. There are also online services that sync social media posts to multiple outlets (like Buffer) but I'm not sure whether or not that includes emails. IFTTT is free, and Zapier has a free tier. — Overall I'm pretty happy with the service, these are just some suggestions that would make a good service better. (You also caught me just as my medication was kicking in, hence the essay/numbers/asterisks, perhaps I should have included an index or table of contents...? :P)	11/7/2018 10:22 AM
12	No Change Needed NA	11/5/2018 7:49 PM
13	No Change Needed No i can't think of anything sorry.	11/1/2018 8:11 PM
14	Address Issue Have separate booklets for each level of care available and costs.	10/15/2018 12:32 PM
15	No Change Needed Nothing	10/10/2018 7:55 AM
16	Excellent no. I honestly could not be happier with Dr. Mander & his staff.	10/9/2018 7:06 AM
17	Excellent No. It was excellent.	10/2/2018 9:54 AM
18	Excellent I very much enjoyed my last visit and though dr mander was great, i do like talking about how I'm going with life and discussing things i feel out of place talking to with my friends and family	9/11/2018 1:54 PM
19	Address Issue Complimentary espresso and wifi for waiting parents.	9/11/2018 11:32 AM
20	Excellent Nothing whatsoever - keep being amazing!	9/10/2018 10:16 AM
21	Address Issue Perhaps a bit more of a private area to do the tests rather than the main lobby for the initial appointment	9/3/2018 8:55 AM
22	Address Issue Went very well, a bit confusing with payment but we got there	8/27/2018 6:07 PM
23	Address Issue Those ipad tests..... so boringlol	8/27/2018 4:17 PM
24	Address Issue explain the follow up care more	8/20/2018 11:14 AM
25	Excellent Today's session was good, Tony was very personable and listened to what's been going on in my life and other battles that are not related to my condition which was great in building trust and a connection.	8/14/2018 8:43 PM
26	Excellent no it was tremendous	8/14/2018 11:28 AM
27	Excellent No, everything was perfect	8/9/2018 11:56 AM
28	Excellent Not really, everything was handled in a prompt and professional manner	8/9/2018 11:32 AM