



BRISBANE ENDOSCOPY SERVICES
CONSUMER ACTIVITY RESULTS – June 2025
TOPIC: IDENTIFYING DIVERSE GROUPS

DETAILS:

60 patients randomly selected and asked to complete a survey to help identify diverse groups within our community.
60 surveys returned.

RESULTS & PATIENT COMMENTS:

COUNTRY OF BIRTH

Country of birth data identifies where people were born and is indicative of the level of cultural diversity in Brisbane City.

Were you born in Australia? 44 patients answered Yes (73%)

Other countries of birth stated: 16 patients answered No (27%)

Germany	3 patients	USA	1 patient
Philippines	3 patients	China	1 patient
New Zealand	2 patients	Cambodia	1 patient
Vietnam	2 patients	South Africa	1 patient
England	1 patient	Malaysia	1 patient

ANCESTRY

Ancestry defines cultural association and ethnic background of an individual going back three generations. Ancestry is a good measure of the total size of cultural groups in Brisbane regardless of where they were born or what language they speak.

Australian	27 patients	Filipino	3 patients	Greek	1 patient
English	21 patients	Vietnamese	3 patients	Cambodian	1 patient
Irish	13 patients	New Zealander	2 patients	French	1 patient
Scottish	8 patients	Chinese	2 patients		
German	7 patients	Dutch	2 patients		

INDIGENOUS PROFILE

NIL identified as being of Aboriginal origin.

LANGUAGE SPOKEN AT HOME

Brisbane's language statistics show the proportion of the population who speak a language at home other than English. They indicate how culturally diverse a population is and the degree to which different ethnic groups and nationalities are retaining their language.

Is English your first language? 51 patients answered Yes (85%)

If no, please state your preferred language: 9 patient answered No (15%)

❖ Filipino (3), German (2), Chinese (1) Khmer (1) Vietnamese (1) Mandarin (1)

Do you speak any other languages? 13 patients answered Yes (21.5 %)

Languages spoken: Mandarin, Cantonese, Bahasa Malaysia, Spanish, Greek, German, French, Vietnamese, Khmer, Italian, Hokkien

OUR SERVICES PROVIDED TO YOU

Were the admission documents for your completion easy to understand? 100% of patients answered Yes

Was each question clear and concise? 100% of patients answered Yes

Did you find the Admission Booklet easy to read and understand? 99% of patients answered Yes

1 patient responded NO

If you have had a Colonoscopy, were the Preparation instructions easy to follow?	100% of patients answered Yes
Did you find the staff professional and easy to understand?	100% of patients answered Yes
Was all appointment/procedure information explained to you in an easy to understand way?	100% of patients answered Yes
Did the doctor explain your results in an easy to understand way?	100% of patients answered Yes

OVERALL

Were you satisfied with you experience with us?	100% of patients answered Yes
Were any concerns or questions you had answered by the nurse or receptionist?	100% of patients answered Yes

Patient Comments:

- ✓ Amazing service and care from everyone in the practice. All friendly, professional and highly informative. I was very nervous but every staff member made my procedures a wonderful experience. Thank you!
- ✓ All staff were extremely lovely!
- ✓ 10 stars + for care
- ✓ Everything was excellent. Very good overall experience. All staff/nurses/doctors very good
- ✓ So far all good. I feel at home
- ✓ Very clear and precise
- ✓ Staff were very informative. Overall a pleasant experience
- ✓ Excellent team
- ✓ All staff (especially nurses) were lovely – thank you. Very approachable and lovely, thank you
- ✓ Looked after very well, thank you
- ✓ All staff were great and went above and beyond, thank you
- ✓ Everyone was very professional and friendly. An easy procedure to do
- ✓ Very professional, very clear instructions. Everyone was so incredibly lovely, very attentive
- ✓ I'm very happy with the doctors and service team
- ✓ The staff are always fantastic and always put me at ease
- ✓ Smooth process thank you
- ✓ Very kind doctor – all good thank you =)
- ✓ Very happy with overall procedure. All staff were lovely – sorry about the writing; no glasses
- ✓ Excellent service – thank you
- ✓ Friendly & professional staff
- ✓ Thank you for looking after me
- ✓ Everything is professional
- ✓ Great staff always feel very comfortable coming here to have my procedure done
- ✓ Everyone so good. Just amazing, thank you with so much comfort
- ✓ All good, good service
- ✓ Everyone was so welcoming & friendly. Beautiful team of people
- ✓ Every staff member I have come across have been extremely wonderful
- ✓ Excellent service. Everything runs very smoothly
- ✓ The process was fantastic, quick, relaxed, great staff – friendly & providing a calming environment, lovely energy
- ✓ Everything about my procedure was 1st class – very very impressed with everything. It was exemplary. Would recommend this clinic to everybody – very caring staff
- ✓ Everything was great. Very pleasant experience. Everyone was polite, friendly, professional and informative
- ✓ I find it excellent in their field of work
- ✓ Everyone was lovely & very polite & friendly. Keep up the good work
- ✓ My doctor was very congenial and professional, very explanatory. Anaesthetist was extremely relaxing, nurses were all excellent. Just an easy experience.

Comments to improve:

- ✓ Electric forms – main form to be filled out on internet, and then similar questions asked at nurse, then again from Anaesthetist. Can't you simplify the questions

- ✓ This was my 3rd procedure. The prep kit for the first two was easy to complete. The Prepkits this time were awful. Would prefer to go back to the old one.
- ✓ If possible the preparation kit can be done a bit earlier in the schedule so that the patients can get more rest/sleep on the procedure day. More introduction of the replacement Gastroenterologist, so that it'll ease away the patient's concerns/worries
- ✓ Prep solution taken this time was not as pleasant as solutions used 2 years ago
- ✓ Maybe just include the time to check in on the pamphlet if possible
- ✓ Gap fees are always a concern for me being a self-funded retiree
- ✓ Would love to see some more on cereal/breakfast menu (Most have nuts etc)
- ✓ Did not receive a text message confirming times
- ✓ Fruit juice would be nice at the recovery area

RESULTS:

Overall, patients have indicated a high satisfaction with the services we have provided and the way in which the information is given.

Survey results also help us to identify and recognise cultural diversity within our community and patient demographic.

ACTION:

Circulate results to management and staff of the Centre.

Follow up with patients that left comments for improvement.

Results and further discussion at upcoming Committee Meetings regarding patient suggestions for improvement.