



SOUTHSIDE ENDOSCOPY CENTRE
 CONSUMER ACTIVITY RESULTS – December 2022
TOPIC: IDENTIFYING DIVERSE GROUPS

DETAILS:

100 patients randomly selected and asked to complete a survey to help identify diverse groups within our community. *100 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 Logan City.

Were you born in Australia? **68 patients answered Yes (68%)**
 Other countries of birth stated: **32 patients answered No (32%)**

England	10 patients	India	1 patient
New Zealand	10 patients	Mauritius	1 patient
Scotland	2 patients	South Korea	1 patient
South Africa	1 patients	Germany	1 patient
Thailand	1 patient	Trinidad	1 patient
Iceland	1 patient	Burma	1 patient
Ghana	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 Logan City regardless of where they were born or what language they speak.

English	47 patients	New Zealander	4 patients	Icelandic	1 patient
Australian	36 patients	Dutch	3 patients	Lebanese	1 patient
Irish	15 patients	Welsh	2 patients	Mauritian	1 patient
Scottish	25 patients	USA	2 patients	Greek	1 patient
German	12 patients	Italian	1 patient	Korean	1 patient

INDIGENOUS PROFILE

2 patients identified as being of Aboriginal origin. (0.02%)

LANGUAGE SPOKEN AT HOME

Logan City'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? **97 patients answered Yes (97%)**
 If no, please state your preferred language: **3 patient answered No (3%)**

❖ Icelandic (1), Afrikaans (1), Korean (1)

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

Languages spoken: German (3), Mandarin, Norwegian, Arabic, Hungarian, Dutch, Hindi, French, Greek, Albanian, Burmese

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?	100% of patients answered Yes

If you have had a Colonoscopy, were the Preparation instructions easy to follow?	99% of patients answered Yes 1 patient responded NO
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

Patient Comments:

- ✓ Very friendly
- ✓ Can't improve on excellence. Thank you
- ✓ Doctors and staff are very kind, understanding and professional.

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:

- ✓ Everything explained clearly to me. There was no need to ask any questions – everything explained well. Thank you to all staff, so understanding and caring. Highly recommend
- ✓ Always a truly professional experience
- ✓ A feeling of being amongst friends
- ✓ Professional, friendly and competent staff
- ✓ Staff fantastic
- ✓ Overall very good
- ✓ All the staff & doctors have been great
- ✓ Staff always professional and friendly
- ✓ All has been smooth sailing and pleasant – apart from the taking of the prep a bit of a struggle. All staff very friendly and obliging
- ✓ My first and not as bad as I thought. Delicious wrap
- ✓ Great staff, top job
- ✓ I thank staff for their care
- ✓ I am very happy with the service
- ✓ All staff are lovely and understanding
- ✓ I have found all staff, doctors and nurses extremely pleasant, helpful and efficient
- ✓ Great staff all round
- ✓ Clear, concise, easy to understand
- ✓ All staff here are absolutely fantastic. Helpful, friendly and knowledgeable. Exceptional care
- ✓ Both doctors are great to talk to and leave you in no doubt. Everyone is so professional and obviously good as their jobs with lots of confidence
- ✓ Very professional. All staff are 1st class
- ✓ Cudos to all!
- ✓ I was very happy with the process, clearly explained and friendly staff
- ✓ All good
- ✓ Very careful explanations and caring approach. Thorough. Thank you. Great care
- ✓ All staff were kind, explained every step of the procedure and professional. Thank you
- ✓ Great service. Was put at ease immediately. Thank you
- ✓ Extremely satisfied with Southside Endoscopy and all staff. Thank you
- ✓ Admission was pleasant and welcoming. Very friendly and professional. Everyone has been so nice (very comforting)
- ✓ The doctor explained the procedure in a simple manner and it was easy to understand, Everything was fine
- ✓ Everyone was wonderful
- ✓ All good – great staff and doctors. 11 out of 10, very happy

- ✓ Nothing to improve, absolutely fantastic. I will go nowhere else, Keep up the great work
- ✓ Very professional and friendly. Happy to recommend others to consider using your facilities
- ✓ I can only praise the staff I met. All most pleasant and easy to talk with
All procedures were straight forward and very well explained. You all have a patient for life!
- ✓ I found every member of your staff very helpful, pleasant and caring. I was very satisfied with my whole treatment and could recommend your surgery to anyone
- ✓ I think that the staff were friendly, kind and understanding. The prep was the worst part, but everything else was calm & comfortable
- ✓ Extremely professional in all areas. Always feel safe and relaxed when attending this surgery. Many thanks to you all, and thank you for your skills and knowledge, and bless you all
- ✓ Great team, very nice people. Makes it easy to go there for the procedure
- ✓ This is better than hospital, very pleasant and lovely doctors, anaesthetist and nurses. From the outside to inside, well done, all of you should be proud of yourselves
- ✓ 100% satisfied
- ✓ All the staff were professional and gave reassurance which gave me a sense of being well cared for. Thanks for great care
- ✓ All instructions for prep were given in great detail by nurse on pick up of preparation kit. Found all staff caring, concerned and helpful
- ✓ The staff were so kind and considerate – top marks. Excellent staff, perfectly explained
- ✓ The information regarding the prep was extremely good, one of the simplest and easy to follow
- ✓ I found the experience excellent, staff were friendly and put you at ease. Very happy
- ✓ Everyone has been polite, precise and welcoming
- ✓ It was a very caring environment with staff who were so reassuring & put you at ease. It was great having Jenny as our nurse appt for prep- and then again on procedure day
- ✓ Very good
- ✓ All staff were courteous, knowledgeable and helpful as well as friendly
- ✓ Great, empathetic service
- ✓ Was made to feel as calm as I could have through everything
- ✓ All staff were very kind and explained what was going on (as a nervous patient this helped so much)
- ✓ Very professional. Great service
- ✓ Everyone has been amazing. Thank you so much for making it easy and feeling safe. Thank you so much for all of your help
- ✓ All staff proficient, professional and friendly. Kind, thorough, friendly proficient staff. Thank you

Comments to improve:

- ✓ Re: prep instructions easy to follow. No – because my procedure time changed and I would have preferred new prep instructions emailed. A list of food ideas with more options would have been appreciated. Better written communication to follow up with changes to plan.
Comment from Prep Nurse: Patient was in Caloundra when contacted to change times for the next day. Changes told over phone, and advised patient she was available until 4pm if needed more advice, but patient didn't call.
- ✓ Anaesthetist never contacted me with a quote?
- ✓ Responses to your emails asking if the patient is still coming for procedure provide for patient response as “yes” in your message. Even when sent back, patient gets a phone call as if the email response has not been read
- ✓ Because I live alone I needed to stay at my daughter’s home the night before and after which makes it a bit of an ordeal
- ✓ Explain how much other liquid one should drink in conjunction with the prepared formulas. One single sheet in chronological order (preparation instructions)
- ✓ Could you find a better tasting prep please
- ✓ Advise motels close by
- ✓ Doctor spoke a bit fast due to his accent coming out of procedure but also said getting written word
- ✓ I would like the dietary instructions clearer

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.