

THE RACGP'S 4TH EDITION STANDARDS ARE HERE

# Patient Feedback



## UltraFeedback's Patient Satisfaction Instrument (PSI)

- Was developed in consultation with Practice Managers, GP's and patients.
- Ensures you are compliant with the latest RACGP standards for accreditation.
- Enables you to understand your patient's feedback and compare how you perform, against other practices.
- Will provide you with a list of priorities for improvement based on your patient's feedback, and some suggestions for how to improve these aspects of your business.
- Provides an easy to understand report summary.
- Gives you access to full on-line reporting and survey results.



UltraFeedback is proud to announce that our new patient feedback process and survey have been approved by the RACGP.

Practice accreditation is stressful and occupies the valuable time of busy practice staff. Let us lighten the load and at the same time help you to improve the quality of the services you provide to your patients.

Now you can have UltraFeedback co-ordinate and complete the patient feedback component of your accreditation process for a fraction of what you would expect to pay.

### You will receive:

- An approved patient survey and process for accreditation use
- A summarised report of how your patients view your practice
- On-line access to all results
- Suggested areas to make improvements
- A Certificate that you can display proudly for your patients to see
- The option to have more in depth analysis completed, to aid with continuous improvements

Simply fill-out the application form on the reverse of this page, fax back to us and have one of our experienced consultants contact your practice to assess how we can help!

We can provide a variety of additional services to help develop your practice.

Ask us How!!

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## Pricing:

Now you can print the surveys yourself,  
or have UltraFeedback do it for you

Basic Patient feedback program prices:

Program	1 GP	2 GP's	3 GP's	4 GP's	5 GP's	6 GP's
PDF file for self printing	\$393	\$513	\$636	\$756	\$876	\$996
Printed survey and kits provided	\$502	\$661	\$821	\$980	\$1140	\$1299

All pricing excludes GST. Pricing subject to change without notice.

## Additional options for a tailored program:

- Thematic Analysis
- A facilitated staff presentation and discussion meeting
- Printed report and presentation to Practice Manager
- Additional questions tailored specifically to your practice
- Languages other than English
- Reporting by GP
- Satisfaction with other services, eg. Podiatrist.

Additional items will need to be costed on an individual basis



EXPRESSION OF INTEREST

UltraFeedback Fax: 03 9439 7122

Yes, Please contact me to discuss the details

Practice Manager:	
Practice Name:	
Email:	
Phone:	

For further information, contact Neil Sizeland on 03 9439 7789 or 0401 919 511  
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