

Patient-reported experience measure:

Primary care

Your healthcare provider invites you to say what matters to you. These questions ask you to rate your experience of care.

The answers you provide will not be visible to your healthcare providers individually; however non-identifiable data may be used for future planning, safety and quality improvements, research projects approved by a Human Research Ethics Committee or application for funding.

Participation is voluntary. You can stop taking part at any time without impact to your current or future healthcare.

Please select (tick) one of the following responses for each question: Strongly agree, Agree, Neutral, Disagree, Strongly disagree or Not applicable.

Domain	Questions	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Not applicable
Making and attending appointment	I was satisfied with my experience making an appointment (Consider how long it took to get an appointment, ease of making an appointment, whether you could see your clinician of choice, etc.)						
	My needs were considered by Reception staff (Consider were they welcoming, let you know about delays, etc.)						
Health professional's attitude and behaviour	My health professional was kind and caring						
	My health professional listened to my concerns						
	My health professional understood my situation						
	I felt supported by my health professional						

Domain	Questions	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Not applicable
Health professional's ability to address patient needs	My concerns were addressed						
	My healthcare needs were met						
Receiving clear information	I got enough information about my condition or treatment						
	The purpose of tests was clearly explained						
	The details of treatments were clearly explained						
	I understood what I needed to do after the consultation						
Health professional's communication	The health professional explained things in a way I could understand						
	The health professional checked if I understood the information						
	The health professional asked if I had any questions						
	I was given a clear summary of what to do after the consultation						
Patient involvement in decision making	I felt comfortable asking questions						
	I got enough information to make a decision about my treatment						
Multidisciplinary care	The purpose of referrals to other health professionals was explained (Consider how your health professionals work together, etc.)						
Privacy and confidentiality practices	My privacy was respected during my healthcare visit (Consider the privacy of your health information, consent etc.) The consultation was conducted in a private space						

Patient demographics

Tick the answer that is most appropriate to you.

Some things about you	Response options	Answer
What is your age?	15– 24 years	
	25–44 years	
	45–64 years	
	65 years and over	
	Prefer not to say	
How do you describe your gender?	Male/man	
	Female/woman	
	Non-binary	
	I use a different term (please specify)	
	Prefer not to answer	
Do you identify as Aboriginal and/or Torres Strait Islander?	No	
	Yes, Aboriginal	
	Yes, Torres Strait Islander	
	Yes, both Aboriginal and Torres Strait Islander	
	Prefer not to say	
Which languages do you speak at home? Select all that apply	English	
	Arabic	
	Cantonese	
	Greek	
	Hindi	
	Italian	
	Korean	
	Macedonian	

Some things about you	Response options	Answer
	Mandarin	
	Serbian	
	Spanish	
	Vietnamese	
	Other	
Was this visit for yourself or someone you are caring for?	Self	
	Someone else	
How long have you been coming to this practice?	Less than 1 year	
	1–2 years	
	3 years or more	
	Not sure	
How many times have you visited this practice over the past 12 months?	Only this visit	
	2–5	
	6–10	
	11 or more	
	Not sure	
Do you have any of these concession cards?	Health Care Card	
	Pensioner Concession Card	
	Any Veterans' Affairs treatment entitlement card	
What is the highest level of education you have reached?	Some high school	
	Completed high school	
	Currently studying a degree or diploma	
	Completed a trade or technical qualification	
	Completed a degree or diploma	
	Postgraduate degree	