



# GP Transparency of Information

## Background

A survey was developed to gain an understanding of how people find information about general practices to inform improvements GP transparency and communication in the metro Auckland region.

The survey was circulated through online mailing lists and networks in Auckland, Counties Manukau and Waitemata DHB areas. It was open for feedback between 15 August and 10 September 2018 and received 334 responses.

## If you are looking for information about a General Practice which methods of communication do you find most useful?

- Face to face conversations, eg with friends or family—71%
- Online information eg websites, online service directories—65%
- Visiting the practice—64%
- Written information eg pamphlets, newspaper adverts—33%
- Social media eg facebook—21%

## What information do you find most useful?

Response	% of participants
Opening hours	91%
Communication skills of staff	90%
How well they manage referrals, eg to a specialist	85%
How easy they are to deal with eg to book appointments, get access to results or repeat prescriptions	84%
The model of care eg do you see the same GP every time	84%
Prevention services available eg flu vaccinations, screening programmes	81%

## Other information requested included

- Photos and bios of all staff
- Email response times
- Whether a GP practice is accepting enrolments
- Whether home visits are provided and if so, how much they cost
- Ability to access emergency appointments

## Access to an online portal

Having access to an online portal was very important to many respondents with some feeling this should be available at all GP practices. Others commented that it was essential that the online portals all provided access to test results and clinical reports and should not be used only for making appointments. One person commented that they were disappointed that patient portals were not accessible for people with visual impairments who worked with screen readers.

## Good communication was key

Feedback from participants showed the importance of communication. This might include text or email reminders, follow up phone calls, responding to emails and complaints. Communication needed to be provided in different formats and include accessible options such as translated information, plain English, NZ sign language. Non electronic formats also needed to be provided, such as pamphlets in the practice waiting room.

## Being welcoming and friendly

Practice staff being welcoming and friendly and understanding the clients' needs was seen as important e.g. being aware if a patient was hard of hearing or blind before they walk in for an appointment. A GP who listens and works non-judgmentally with patients to consider options and the cause of issues was seen as important to a number of people.