



PSI COSMETIC RESULTS

Patient Satisfaction Summary Report
May 2009





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Research Overview

- Paper based surveys completed by patients in the practice waiting room after consultation
 - 430 Patients have provided answers across 4 clinics (program is still running)
- Measures patient satisfaction and clinic performance as well as collecting standardised demographic data

- Performance:
 - 1= Very Low, 3 = Average, 5= Very High

Colour	From	To
Yellow	4.15	5.00
Grey	4.00	4.15
Tan	3.50	4.00
Red	0.00	3.50

- Benchmarking comparisons

– Patient satisfaction comparison data has been included (where applicable) from:

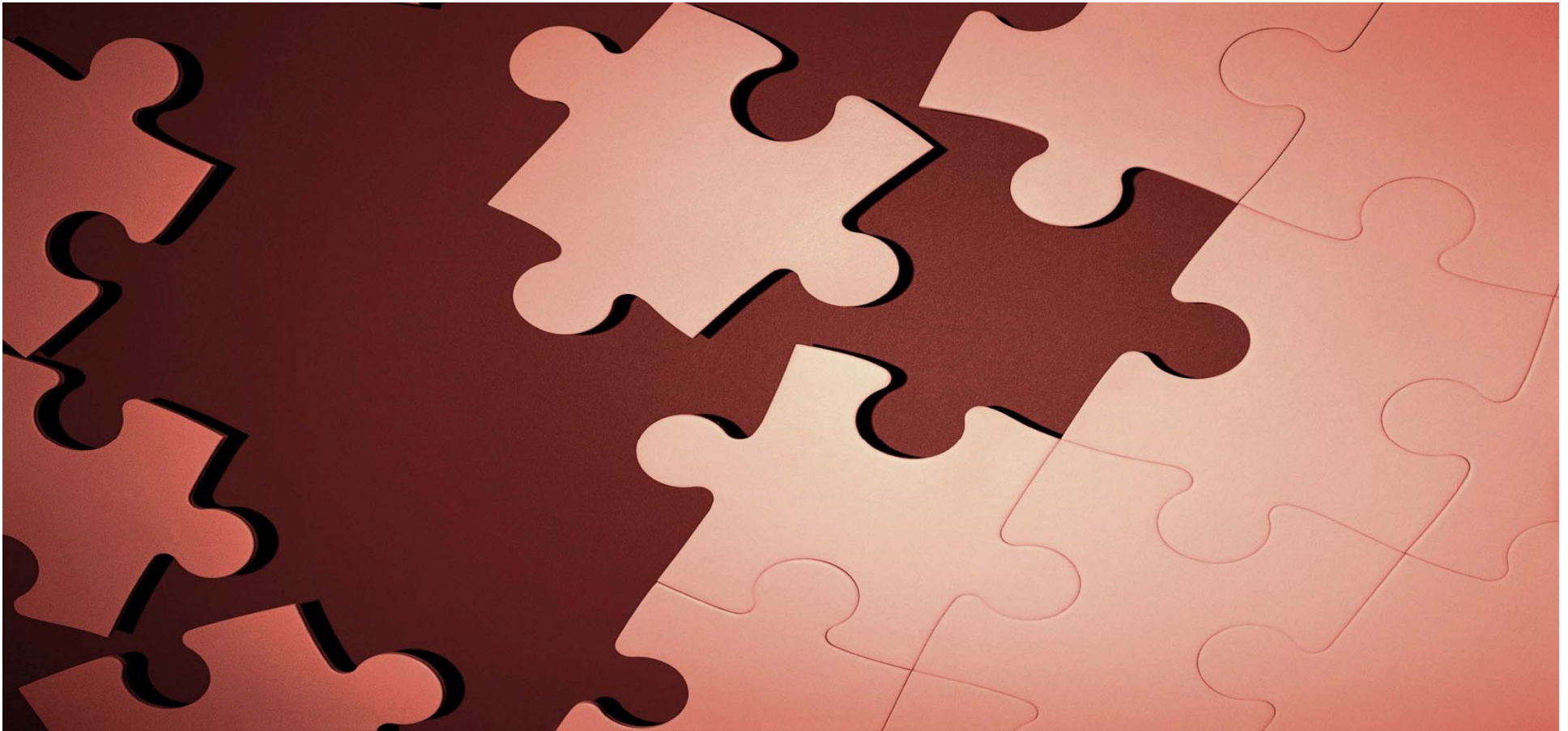
- GP Clinics – 1700+ patients
- Victorian Public Hospitals - 7100+ Patients

GP benchmark

Hospital benchmark



Patient Profile





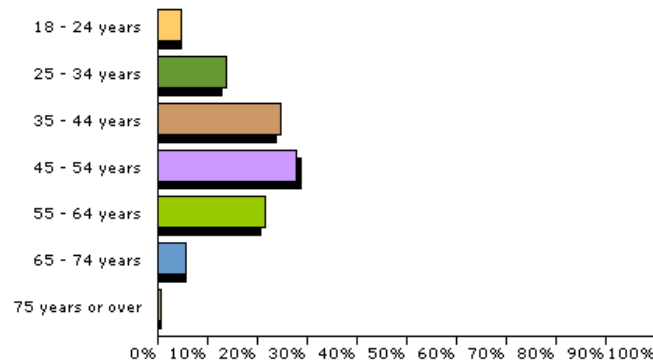
Age & Gender Distribution

What is your age?

N = 372

Description	%
18 - 24 years	5%
25 - 34 years	14%
35 - 44 years	25%
45 - 54 years	28%
55 - 64 years	22%
65 - 74 years	6%
75 years or over	1%

Male patients are more likely to be older than female patients



Gender broken into age groups

■ 18 - 24 years
 ■ 25 - 34 years
 ■ 35 - 44 years
 ■ 45 - 54 years
■ 55 - 64 years
 ■ 65 - 74 years
 ■ 75 years or over

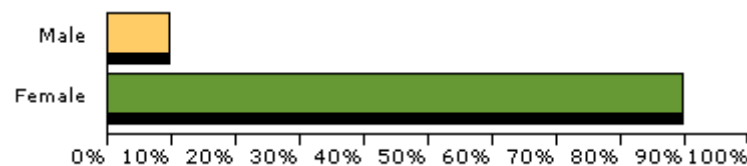


What is your gender?

N = 370

Description	%
Male	10%
Female	90%

The overwhelming majority of patients are females





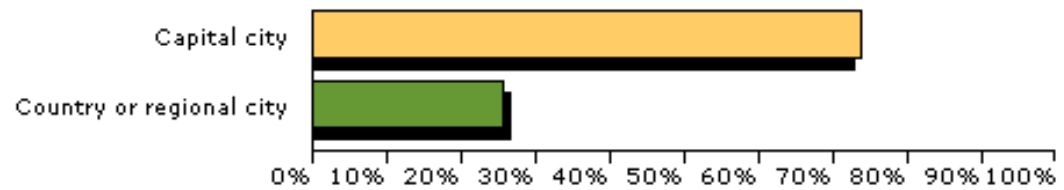


Residential Location

Where do you live?

N = 364

Description	%
 Capital city	74%
 Country or regional city	26%



¾'s of patients reside in a city

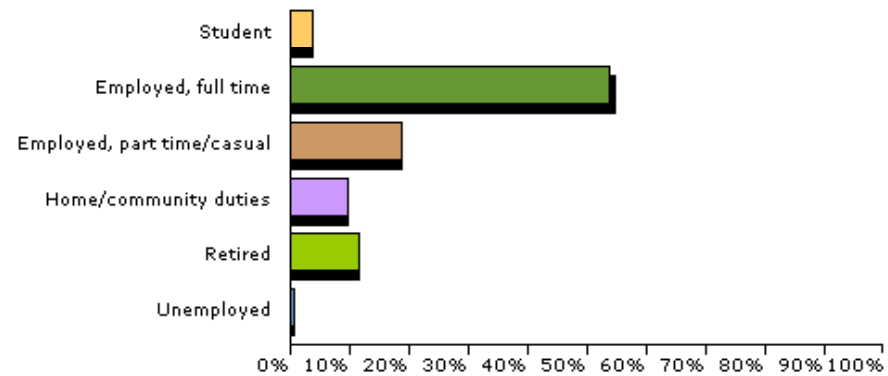


Employment Status

What best describes your situation?

N = 363

Description	%
Student	4%
Employed, full time	54%
Employed, part time/casual	19%
Home/community duties	10%
Retired	12%
Unemployed	1%



Almost $\frac{3}{4}$'s of patients are employed in some capacity

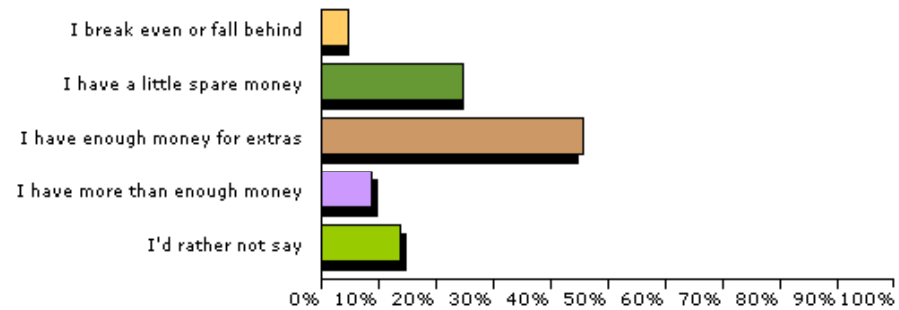


Income

Which best describes your income after normal living expenses?

N = 353

Description	%
I break even or fall behind	5%
I have a little spare money	25%
I have enough money for extras	46%
I have more than enough money	9%
I'd rather not say	14%



5% of patients are not in a financially secure position

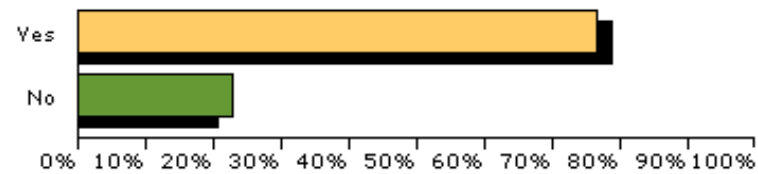


Private Health Insurance

Do you have private health insurance?

N = 371

Description	%
Yes	77%
No	23%



Over ¾'s of patients have private health insurance



Patient Health Perceptions

Overall, to what extent do you agree with the following statements?

N = 350

Description	N	% 1	% 2	% 3	% 4	% 5	SD	Avg now
It is very important for me to be as healthy as possible	345	0.00	0.00	2.90	13.04	84.06	0.46	4.81
I feel confident in my ability to be healthy	342	0.00	0.29	7.89	27.19	64.62	0.65	4.56
I seek out health information that answers my health questions	341	0.00	0.29	4.99	25.51	69.21	0.59	4.64
My social activities with family and friends are NOT limited by my physical health	339	0.59	1.77	6.49	17.11	74.04	0.74	4.62
I try to do things that I believe are best for my health	342	0.00	0.00	6.73	28.65	64.62	0.62	4.58
I have enough energy	342	2.05	5.26	16.08	33.92	42.69	0.99	4.10
I really enjoy learning about health issues	336	0.30	1.19	10.71	28.57	59.23	0.76	4.45
My ability to do vigorous physical activities (eg playing sport) is NOT limited by my health	336	2.08	5.65	11.31	24.70	56.25	1.01	4.27
I have decided that I want to be healthy	331	0.00	0.00	4.83	22.96	72.21	0.56	4.67
I feel calm and peaceful	339	0.59	2.36	19.47	35.40	42.18	0.86	4.16
I feel confident in using information to make decisions about my health	336	0.00	0.00	6.55	29.76	63.69	0.61	4.57
My ability to do normal physical activities (eg walking) is NOT limited by my health	337	1.19	2.08	5.04	15.73	75.96	0.78	4.63
I actively try to prevent disease and illness	339	0.00	0.29	7.08	24.19	68.44	0.63	4.61
I feel healthy	339	0.59	1.18	11.21	28.32	58.70	0.78	4.43
I know how to use the health information I find to help me	336	0.00	0.00	7.14	30.06	62.80	0.63	4.56
My work, school or other daily activities are NOT limited by my physical health	332	1.81	2.71	9.34	19.28	66.87	0.90	4.47
My health is consistent with my life goals	336	1.49	2.98	9.82	28.87	56.85	0.89	4.37

Patients have very positive health perceptions





Type of Procedure – Cosmetic Surgery

What type of surgical procedure did you have?

N = 136

Description	%
Abdominoplasty (Tummy Tuck)	0%
Blepharoplasty (Eyelid surgery)	6%
Body Implant (Buttock, pectoral & calf)	0%
Breast Augmentation (Breast implants/lifts)	7%
Breast Reduction	0%
Browlift	0%
Dermatological Surgery	8%
Face & Neck Lift	7%
Facial Implants	4%
Fat Transfer	1%
Labiaplasty	0%
Laser	39%
Liposuction	16%
Otoplasty (Ear surgery)	1%
Phalloplasty	0%
Rhinoplasty (Nose reshaping)	1%
Other (please specify)	16%

Laser and liposuction are the most common surgical procedures performed

Other (please specify)

- Aereola Reduction
- Fraxel Laser
- Liposculpture
- Liposculpture
- Liposculpture
- Liposculpture
- Liposculpture
- Liposculpture
- Liposculpture
- Liposculpture
- Liposculpture
- lips
- medical tattoo
- sclerotherapy
- sclerotherapy
- veins
- veins injected
- Veins on nose

NOTE: Percentages do not sum to 100% as patients may have selected more than one procedure





Type of Procedure – Cosmetic Medicine

What type of medical procedure did you have?

N = 269

Description	%
Acne Management	1%
Areola/Nipple Tattoo	2%
Chemical Peels	1%
Dermatological procedure	4%
Facial Rejuvenation	6%
Fat Transfer	0%
Hair Transplant	0%
Injectable Dermal Fillers	32%
Laser & other light based cutaneous treatments	36%
Microdermabrasion	3%
Scar Treatment	2%
Sclerotherapy	8%
Skin Cancer	3%
Skin Care	4%
Wrinkle Treatment	31%
Other (please specify)	4%

Laser, injectable fillers and wrinkle treatments are the most common surgical procedures performed

Other (please specify)

- Lipo Dissolve
- Lipolysis
- liposculpture
- Thermage
- Thermage
- thermage on face
- Vein Injection
- veins
- veins injections

NOTE: Percentages do not sum to 100% as patients may have selected more than one procedure





Patient Outlook

At the moment, how satisfied are you with ...?

N = 405 1=Very Low, 3=Average, 5=Very High

Description	N	% 1	% 2	% 3	% 4	% 5	SD	Avg now
Life in general	394	0.25	1.02	20.56	43.40	34.77	0.78	4.11
Your current state of health in general	393	0.51	1.53	23.66	39.95	34.35	0.83	4.06
The results of your procedure	387	4.65	2.84	17.83	35.66	39.02	1.05	4.02

8% of patients held low or very low satisfaction with the results of their procedure

GP benchmark

Description	Avg now
Life in general	3.87
Your current state of health in general	3.55

Satisfaction with life and health is significantly higher in cosmetic clinic patients than GP patients





Patient Outlook Cont...

Overall, compared to before your procedure...

N = 401 1=Worse,3=Same,5=Better

Description	N	% 1	% 2	% 3	% 4	% 5	SD	Avg now
Do you think your appearance at present is	393	1.53	3.82	15.01	33.33	46.31	0.93	4.19

80% of patients feel their appearance is better now than before having a procedure

Thinking about the next 6 months...

N = 402 1=Worse,3=Same,5=Better

Description	N	% 1	% 2	% 3	% 4	% 5	SD	Avg now
Do you expect your appearance to be	395	1.01	4.30	29.87	23.54	41.27	0.99	4.00

65% of patients expect their appearance to be the same or better in 6 months time



Satisfaction with Procedure

Procedure	"How satisfied are you with the results of your procedure?" (1=very low, 3=average, 5=very high)	Number of respondents
Otoplasty	5.00	2
Fat Transfer (medical)	5.00	1
Facial Implant	4.5	6
Skin Cancer	4.38	8
Acne Management	4.33	3
Breast Augmentation	4.33	9
Chemical Peels	4.33	3
Liposuction	4.30	20
Wrinkle Treatment	4.30	81
Dermatological Surgery	4.18	11
Dermatological Procedure	4.17	12
Skin Care	4.17	12
Injectable Dermal Fillers	4.13	86
Blepharoplasty	4.00	8
Face & Neck Lift	4.00	9
Fat Transfer	4.00	2
Rhrioplasty	4.00	1
Medical Laser	3.96	120
Scar Treatment	3.80	5
Microdermabrasion	3.75	8
Sclerotherapy	3.63	19
Surgical Laser	3.58	53
Facial Rejuvenation	3.56	16
Areola/Nipple Tattoo	3.50	6

NOTE: Many procedures have small numbers of respondents (<10), read results with caution



Decision to Attend

Thinking back to the original decision to attend the clinic for your procedure, which ONE of the following describes how the decision was made?

N = 396

Description	%
My GP recommended the clinic I accepted the recommendation	14%
I chose the clinic based on the recommendation of family & friends	26%
I chose the clinic based on my own research	32%
I chose the clinic based on the reputation of the doctor	12%
It was a joint decision following discussion with my GP	3%
I have been to the clinic before, they are familiar with me	12%

1/3 of patients choose a clinic based on their own research

12% of patients are return clients

Clinic Services





Visiting the Clinic

Overall, to what extent do you agree with the following statements?

N = 398

Description	N	% 1	% 2	% 3	% 4	% 5	SD	Avg now
It was easy to make an initial appointment over the phone	394	0.25	1.27	4.31	19.80	74.37	0.64	4.67
The time until the appointment was acceptable	391	2.81	3.84	14.07	22.76	56.52	1.02	4.26
Administrative processes were quick and easy	396	0.25	0.51	3.03	22.73	73.48	0.58	4.69
The initial consultation was useful	372	1.08	1.34	4.30	20.16	73.12	0.73	4.63
I saw the doctor at the initial consultation	377	1.59	0.53	1.86	14.85	81.17	0.68	4.73
The receptionists are friendly and helpful	394	0.25	1.02	3.55	19.80	75.38	0.61	4.69
I have been treated respectfully by everyone	392	0.77	0.51	1.79	16.07	80.87	0.59	4.76
The waiting area is comfortable and well set up	394	0.00	0.76	3.30	18.02	77.92	0.56	4.73
Everything runs on time and I don't have to wait long	394	1.52	2.79	5.84	21.32	68.53	0.85	4.53
The clinic appears up to date with the latest technology	387	0.26	0.26	2.07	17.05	80.36	0.52	4.77
My records seemed to be well maintained	369	0.81	0.27	2.98	18.16	77.78	0.61	4.72
My privacy was respected and well provided for	392	0.26	0.51	2.30	16.58	80.36	0.54	4.76
I was given all the information I needed	392	1.53	1.28	4.85	19.39	72.96	0.77	4.61

All aspects received very high scores





Satisfaction with Clinic Service

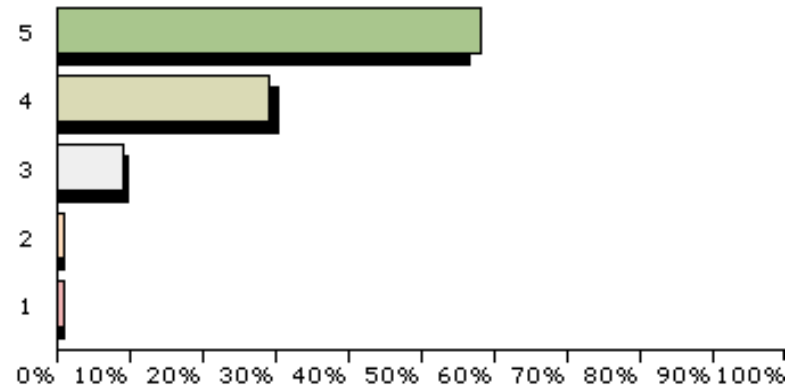
Satisfaction with service:

N = 393

	%
5	58.52
4	29.52
3	9.41
2	1.27
1	1.27

1=Very Low, 3=Average, 5=Very High
NA not shown

Average: 4.43
SD: 0.81



88% of patients hold high or very high satisfaction with clinic service

GP benchmark

Average: 4.63
SD: 0.71



Time Spent with the Doctor





The Doctor

Overall, to what extent do you agree with the following statements?

N = 392

10% of patients felt their doctor did not ask about their other health problems

Description	N	% 1	% 2	% 3	% 4	% 5	SD	Avg now
My doctor was friendly and welcoming	390	0.26	0.26	5.13	21.28	73.08	0.61	4.67
My doctor took an interest in me, not just my procedure	387	1.29	3.88	8.53	24.29	62.02	0.90	4.42
My doctor listened to me	389	0.77	1.54	6.68	24.42	66.58	0.75	4.54
My doctor spent enough time with me	390	1.28	1.54	5.64	24.87	66.67	0.78	4.54
My doctor examined me carefully	384	1.30	1.30	6.51	24.22	66.67	0.78	4.54
My doctor explained what they were doing	383	1.04	1.31	5.22	21.93	70.50	0.74	4.60
My doctor wanted to know about my expectations	380	2.37	3.42	11.58	26.05	56.58	0.97	4.31
My doctor asked about my other health problems	363	3.86	5.79	14.88	27.55	47.93	1.10	4.10
My doctor warned me about possible complications	374	1.60	3.48	9.89	26.47	58.56	0.91	4.37
My doctor took my opinions into account	373	1.88	1.34	10.19	25.20	61.39	0.87	4.43
My doctor explained their decisions	369	2.17	0.81	7.32	25.47	64.23	0.84	4.49
My doctor fairly presented options for me to consider	358	1.96	3.07	7.82	26.26	60.89	0.91	4.41
My doctor relieved my anxiety and fears about the procedure	358	1.12	1.68	7.82	26.26	63.13	0.80	4.49
My doctor encouraged me to ask questions	377	2.65	2.12	11.67	23.87	59.68	0.95	4.36
My doctor informed me of all costs	381	4.99	1.57	6.04	22.05	65.35	1.03	4.41
My doctor included me in all decisions	372	1.88	1.34	6.99	25.00	64.78	0.84	4.49
My doctor made sure that I had realistic expectations about the results of procedure	384	1.82	2.34	8.85	24.74	62.24	0.89	4.43
I completely trust my doctor	385	1.30	2.08	9.09	23.64	63.90	0.84	4.47
My doctor cared as much as I did about the results of the procedure	379	2.90	2.11	13.19	25.86	55.94	0.97	4.30
Follow up consultations addressed all my concerns	310	4.19	2.90	9.68	25.16	58.06	1.04	4.30
I am satisfied with the outcome of this procedure	376	5.05	3.72	9.57	27.13	54.52	1.09	4.22



Satisfaction with the Doctor

Who conducted your actual procedure?

N = 344

Description	%
Doctor	90%
Nurse	21%

NOTE: Percentages do not sum to 100% as patients may have selected more than one option

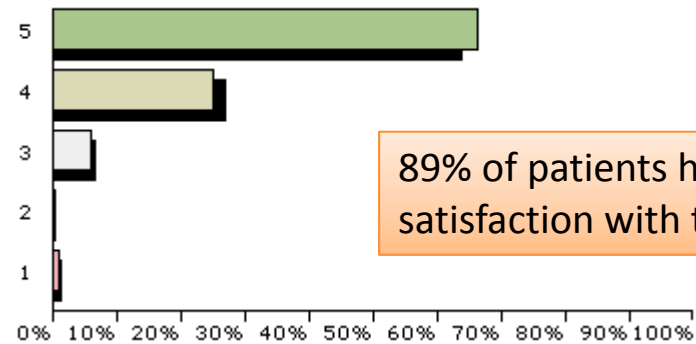
Satisfaction with doctor:

N = 384

	%
5	66.67
4	25.26
3	6.25
2	0.52
1	1.30

1=Very Low, 3=Average, 5=Very High
NA not shown

Average: 4.55
SD: 0.75



89% of patients hold high or very high satisfaction with their doctor

GP benchmark

Description	Avg now
The consultation with your GP	4.70



Day of the Procedure





About the Clinic or Hospital

Overall, to what extent do you agree with the following statements?

N = 376 (1=Strongly Disagree, 3=Neutral, 5=Strongly Agree)

Description	N	% 1	% 2	% 3	% 4	% 5	SD	Avg now
I didn't have to wait long for my stay to be booked	269	2.60	4.09	9.29	24.54	59.48	0.99	4.34
The clinic or hospital provided me with enough information	316	1.27	2.53	9.81	22.15	64.24	0.87	4.46
The admission process was quick and easy	263	0.38	0.38	4.18	23.95	71.10	0.62	4.65
The admission staff were friendly and helpful	271	0.00	1.11	4.80	19.93	74.17	0.62	4.67
The clinic or hospital staff treated me respectfully	323	0.00	0.31	3.72	18.27	77.71	0.54	4.73
The clinic or hospital was clean and tidy	329	0.30	0.00	1.82	14.29	83.59	0.48	4.81
Everything seemed to run on time	326	0.61	1.84	5.52	18.10	73.93	0.73	4.63
My recovery room was peaceful and restful	198	0.00	1.52	5.05	17.68	75.76	0.64	4.68
My recovery room was bright and cheerful	186	0.54	1.61	8.06	17.74	72.04	0.75	4.59
My recovery room allowed me to have privacy when I wanted	188	1.06	2.13	5.85	17.55	73.40	0.78	4.60

All areas received very high scores



Clinic or Hospital Staff

Overall, to what extent do you agree with the following statements about the staff who cared for you during your stay at the clinic or hospital?



N = 373 (1=Strongly Disagree, 3=Neutral, 5=Strongly Agree)

Description	N	% 1	% 2	% 3	% 4	% 5	SD	Avg now
The staff were responsive to my needs	286	0.35	0.70	6.99	20.63	71.33	0.68	4.62
The staff seemed to communicate between themselves well	279	0.36	1.08	7.53	20.79	70.25	0.71	4.59
I felt safe and secure	288	0.35	0.35	5.56	20.14	73.61	0.63	4.66
My pain was well managed	246	0.81	1.63	7.32	19.51	70.73	0.77	4.58

All areas received very high scores

Where was your procedure conducted?

N = 348

Description	%
 In clinic or day surgery (eg outpatient)	99%
 In hospital (eg inpatient, overnight stay)	4%

NOTE: Percentages do not sum to 100% as patients may have selected more than one option





Clinic or Hospital Satisfaction

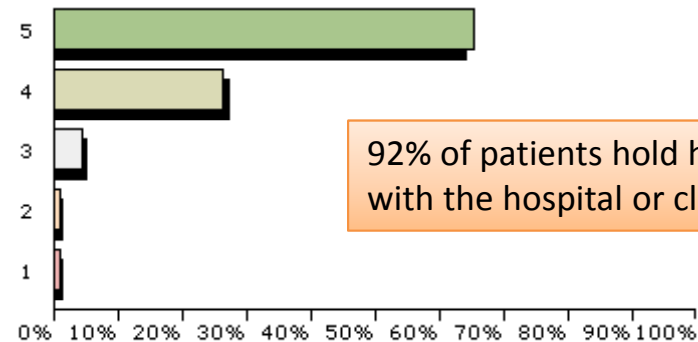
Satisfaction with hospital or clinic :

N = 356

	%
5	65.73
4	26.69
3	4.78
2	1.40
1	1.40

1=Very Low, 3=Average, 5=Very High
NA not shown

Average: 4.54
SD: 0.77



92% of patients hold high or very high satisfaction with the hospital or clinic

Hospital benchmark

Description	%
Not at all	2%
Not Too	2%
Fairly	19%
Very	76%
Not sure	1%



After the Procedure





Leaving the Clinic

Overall, to what extent do you agree with the following statements?

N = 375 (1=Strongly Disagree, 3=Average, 5=Strongly Agree)

Description	N	% 1	% 2	% 3	% 4	% 5	SD	Avg now
I was given enough instruction to manage my recovery at home	292	1.37	1.37	5.82	19.52	71.92	0.78	4.59
I was given clear instructions about what medications to take and when to take them	215	1.86	1.40	5.12	17.67	73.95	0.81	4.60
I was given enough time to plan for my return home	200	1.00	0.00	6.50	16.50	76.00	0.69	4.67

All areas received high scores

Hospital benchmark

Description	Avg now
The written information you were given about how to manage your condition and recovery at home	3.78
The explanation (by hospital staff) of the medicines you had to take after you left hospital	3.90
The time given to planning your return home	3.69

Performance in these areas is significantly higher for cosmetic clinics than public hospitals





Information

Thinking back, to what extent do you agree with the following statements?

N = 373 (1=Strongly Agree, 3=Neutral, 5=Strongly Agree)

Description	N	% 1	% 2	% 3	% 4	% 5	SD	Avg now
I was told enough about the costs I would incur	351	4.56	1.71	7.12	17.66	68.95	1.02	4.45
I was told enough about the procedure	355	0.85	1.41	5.63	20.85	71.27	0.73	4.60
I was told enough about the sedation or anaesthetic	225	0.89	0.00	5.78	17.33	76.00	0.67	4.68
I was told enough about the time the procedure would take and how long I would stay	268	1.12	1.12	4.85	18.28	74.63	0.73	4.64
I was told enough about the time it would take to fully recover from the procedure	290	1.72	1.38	6.55	22.41	67.93	0.82	4.53
I was told enough about the amount of pain that I would experience	307	1.30	2.28	7.49	21.50	67.43	0.83	4.51

All areas received high scores





Recommendations

Thinking back, to what extent do you agree with the following statements?

N = 373 (1=Strongly Disagree, 3=Neutral, 5=Strongly Agree)

Description	N	% 1	% 2	% 3	% 4	% 5	SD	Avg now
I would recommend the clinic to others	370	2.16	1.89	5.41	14.59	75.95	0.85	4.60
I would recommend this procedure to others	357	4.76	2.52	9.24	16.25	67.23	1.07	4.39
I would recommend this doctor or nurse to others	364	2.20	2.47	4.40	15.11	75.82	0.86	4.60
I would recommend the hospital where I had the procedure to others	160	3.13	1.25	6.25	18.13	71.25	0.91	4.53
I would recommend cosmetic surgery to others	282	3.19	3.19	13.12	13.83	66.67	1.04	4.38

91% of patients would recommend their clinic to others

91% of patients would recommend their doctor or nurse to others

GP benchmark

Description	Avg now
I would recommend this practice to family and friends	4.75



Voice of Patient Analysis





Voice of Patient Analysis

Glossary - Global Activity Analysis

- Average Performance** The average of all the Activities in the survey. Minimum poor rating of 1 and maximum good of 5. (For Indices, the minimum poor rating is 20 and maximum good is 100).
- Average Activity Performance** Performance rating made by respondents with minimum poor rating of 1 and maximum good of 5.
- Average Satisfaction** Satisfaction rating made by respondent to overview their reaction to one overall satisfaction question. The average satisfaction is calculated from each respondent's satisfaction rating once they also answer the activity question. Maximum is also 5.
- Performance Gap** The difference between the Satisfaction average and the Activity Performance average for each Activity. A high or positive figure, generally 0.3 or more, indicates a Performance Gap that places an Activity below the expectations of the respondent. A lower or negative figure generally means that the Activity is being performed better than expectations.
- Standard Deviation** A measure of how widely values are dispersed from the average value. Values should generally be about 1.
- Impact** The degree of correlation between the performance rating of an Activity and the satisfaction rating. A high Impact means the Activity is highly correlated with satisfaction. Figures above 0.23 show significant correlation.
- Priority to Improve** The product of Performance Gap and Impact to produce a rank order suggested for improvement. The higher figures show those Activities that have greatest correlation with satisfaction and highest gap. eg the Activities that are drivers of satisfaction that are being least well performed.



Top High Performing Areas

Description	N	Average Activity Performance	Performance Standard Deviation	Average Performance Gap	Impact	Priority to improve
Service - The clinic or hospital was clean and tidy	329	4.81	0.48	-0.27	0.44	-1.19
Visiting the clinic - The clinic appears up to date with the latest technology	387	4.77	0.52	-0.23	0.44	-1.01
Visiting the clinic - My privacy was respected and well provided for	392	4.76	0.54	-0.22	0.48	-1.06
Visiting the clinic - I have been treated respectfully by everyone	392	4.76	0.59	-0.22	0.49	-1.08
Visiting the clinic - I saw the doctor at the initial consultation	377	4.73	0.68	-0.20	0.32	-0.64
Service - The clinic or hospital staff treated me respectfully	323	4.73	0.54	-0.19	0.50	-0.95
Visiting the clinic - The waiting area is comfortable and well set up	394	4.73	0.56	-0.19	0.41	-0.78

Patients are very happy with the service at their initial consultation

Patients find the clinics well set up and up to date



Bottom 5 Performing Areas

Description	N	Average Activity Performance	Performance Standard Deviation	Average Performance Gap	Impact	Priority to improve
About your doctor at the clinic - Follow up consultations addressed all my concerns	310	4.3	1.04	0.24	0.63	1.51
About your doctor at the clinic - My doctor cared as much as I did about the results of the procedure	379	4.3	0.97	0.24	0.64	1.54
Visiting the clinic - The time until the appointment was acceptable	391	4.26	1.02	0.28	0.25	0.70
About your doctor at the clinic - I am satisfied with the outcome of this procedure	376	4.22	1.09	0.32	0.54	1.73
About your doctor at the clinic - My doctor asked about my other health problems	363	4.1	1.10	0.44	0.45	1.98



Some patients are concerned they were not asked about their other health problems

Some patients felt the waiting time between the initial consult and the procedure appointment was unacceptable

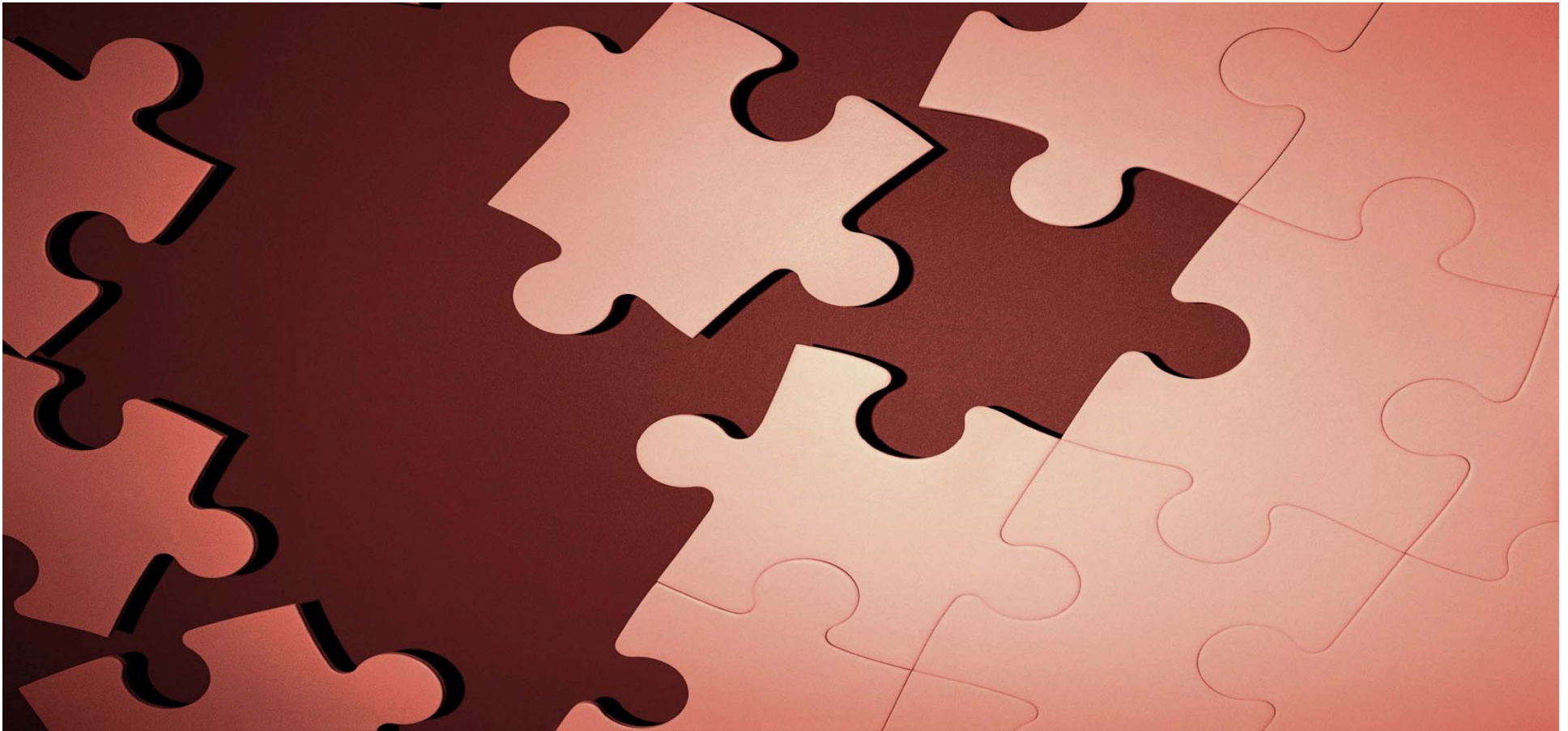


Priorities to Improve

Description	N	Average Activity Performance	Performance Standard Deviation	Average Performance Gap	Impact	Priority to improve
About your doctor at the clinic - My doctor asked about my other health problems	363	4.1	1.10	0.44	0.45	1.98
About your doctor at the clinic - I am satisfied with the outcome of this procedure	376	4.22	1.09	0.32	0.54	1.73
About your doctor at the clinic - My doctor cared as much as I did about the results of the procedure	379	4.3	0.97	0.24	0.64	1.54
About your doctor at the clinic - Follow up consultations addressed all my concerns	310	4.3	1.04	0.24	0.63	1.51
About your doctor at the clinic - My doctor wanted to know about my expectations	380	4.31	0.97	0.23	0.60	1.38

Doctors need to engage with the patient more to address patient concerns and expectations

Online Report





Online Report



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Deidentified - PSI Cosmetic Report

This is a dynamic report that shows information relating to the most recent survey submission.

The following colour coding is used in this report:

Colour	From	To
Yellow	4.15	5.00
Light Grey	4.00	4.15
Light Brown	3.50	4.00
Red	0.00	3.50

www.ultrafeedback.com/survey/605

Survey statistics

430 respondents have provided answers.

- First 21 May 2008 at 16:21 AEST
- Last 22 April 2009 at 16:35 AEST

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For any enquiries, please contact
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Thank You!

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