

Outreach patient feedback results (July - December 2024)



The following data was provided by Outreach Health Services patients in 33 locations where the CheckUP feedback survey was administered between July and December 2024.



250 patient responses received



43 practitioners received feedback



22% (n=60) told us they would not be able to access that service type if it was not delivered locally



46% (n=123) of responses where cultural background was entered were from Aboriginal and/or Torres Strait Islander patients



Experience of care

98% felt listened to (87% Strongly Agreed) (n=111)

99% felt their culture, community and/or identity was respected (88% Strongly Agreed) (n=111)

98% received the help they wanted (91% Strongly Agreed) (n=229)

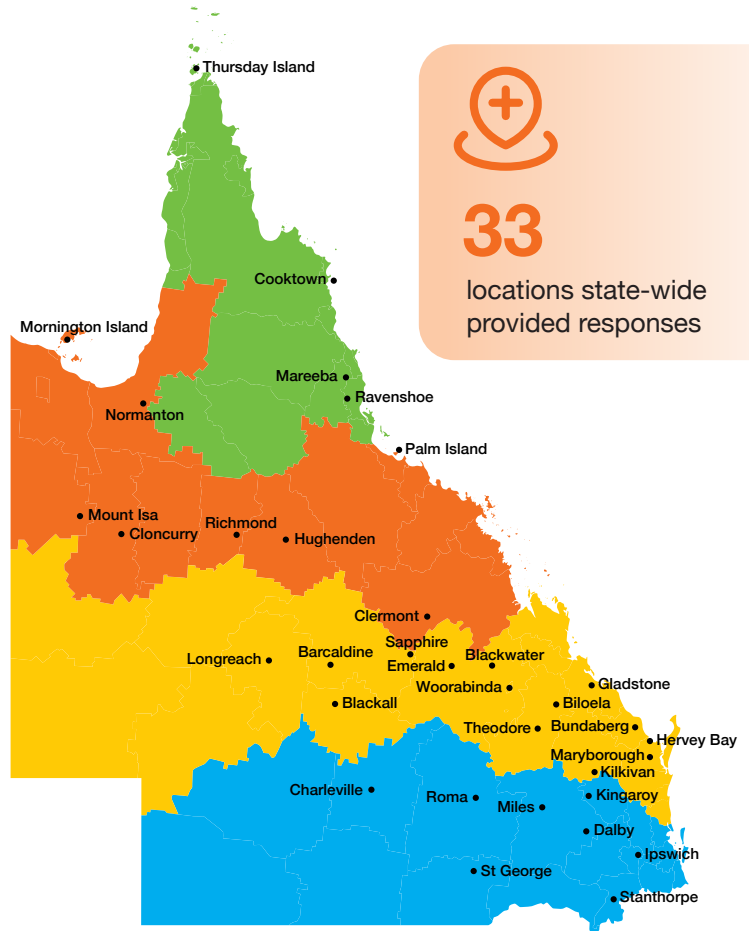


Outcomes of care

95% increased their awareness of their health condition (79% Strongly Agreed) (n=78)

94% know more about how to improve their health condition (73% Strongly Agreed) (n=113)

92% were more likely to take action to improve their health-related behaviours/lifestyle/habits (70% Strongly Agreed) (n=106)



33 locations state-wide provided responses

Get involved in this quality improvement activity so we can provide further feedback

"I feel really driven to improve, especially after (Provider's name)'s visit"

"(I need to) Improve eating habits and do more exercise, more protein intake"

"Through my appointments I'm able to get the medication/treatment I need and info to manage my health, which furthers my ability to improve my lifestyle behaviours."

- Patient survey responses