

Gippsland Primary Health Network's 2022 Stakeholder Survey was used to gather feedback from providers and to see if there has been any improvement in the Net Promoter Score from last year.

The stakeholder group surveyed included General Practice, Pharmacy, Commissioned Service providers, Aged Care and Aboriginal Community Controlled Organisations. Most responses came from General Practice and Commissioned Services with 36% each. Responses within Local Government Areas was led by East Gippsland with a 29% response rate and Latrobe with a 21% response rate.

The Net Promoter Score (NPS) was yielded by asking respondents to rate how likely they would be to recommend doing business with Gippsland PHN on a scale of 0 to 10 (least likely to most likely). A Promoter Score is considered to be a rating of 9 or 10. A Detractor Score is considered to be a rating of less than 6.

A total of 42 eligible responses were collected, representing a response rate of 16%. The percentage of Promoters was 33, and the percentage of Detractors was 26. The overall Net Promoter Score for the Gippsland PHN was therefore 7.14.

Further analysis revealed that most responses in the Passive category were scored 8 out of 10 and paired with very positive free text responses, such as:

- The team we deal with are excellent and have a good understanding of the needs of the community and the work that we do.
- Good staff focused on improvement and removing barriers.
- Very happy to work with the PHN as my past interactions have been very positive

Highlights from the survey responses include:

- Reasonable response rate given the 2022 survey was opened up to a significantly larger sample than the 2021 survey.
- Specific positive feedback about staff (professionalism, experience, responsiveness and engagement from Regional Services team members).
- Commitment to innovation, engagement and flexibility.

The most common themes in terms of areas for improvement were:

- Explore improved reporting method to reduce burden and duplication.
- Explore systems and templates that are simplified and inter-operable.
- Explore opportunities for consistencies in communication, contracting and funding expectations.

Gippsland PHN thanks all stakeholders who participated in the survey for their feedback, which we will incorporate into our quality improvement planning cycle. The annual survey will be repeated in February 2023 and we look forward to the ongoing process of review, evaluation and improvement.