

Quarterly results

Annual results

Doctors on Riccarton

The performance summary page shows the questions in a compact format. It displays the % of patients who had a positive or ideal experience. We suggest using the snapshot to identify where:

- your organisation is doing well;
- there is room for improvement; and,
- your performance differs from the National average.

To help you identify the areas where your organisation is doing well, we have added a drop-down menu where you can order the snapshot based on the % positive for your level. You can use this to review where your organisation's strengths are (at the top of the list) and where there is room for improvement (at the bottom of the list). You can also order the list based on a comparison to the National results to see where your level of performance is different from the National results.

Overall results [ordered by default order](#) ▾

Significant difference compared to Doctors on Riccarton ⚠ Low sample size N/A = n<5

Question [Click on a question to see more detail](#)

Question		Overall	C.I.	n
20_1. The health care professional definitely listened to the patient.	Aug 2022	96.6%	(90.0%-100%)	29 ⚠
	May 2022	97.2%	(91.8%-100%)	36
	New Zealand	93.3%	(93.0%-93.6%)	27852
	Māori	N/A	-	3
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20_2. The health care professional definitely informed the patient as much as they wanted about their health condition, treatment, or care.	Aug 2022	96.6%	(90.0%-100%)	29 ⚠
	May 2022	88.9%	(78.6%-99.2%)	36
	New Zealand	88.3%	(87.9%-88.7%)	27800
	Māori	N/A	-	3
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20_3. The health care professional definitely explained things in a way the patient could understand.	Aug 2022	100.0%	-	29 ⚠
	May 2022	97.1%	(91.4%-100%)	34
	New Zealand	93.4%	(93.1%-93.7%)	27667
	Māori	N/A	-	3
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20_4. The health care professional definitely treated the patient with kindness and understanding.	Aug 2022	96.7%	(90.3%-100%)	30
	May 2022	97.2%	(91.8%-100%)	36
	New Zealand	94.5%	(94.2%-94.8%)	27746
	Māori	N/A	-	3
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20_5. The health care professional definitely treated the patient with respect.	Aug 2022	93.1%	(83.9%-100%)	29 ⚠
	May 2022	97.1%	(91.6%-100%)	35
	New Zealand	95.9%	(95.7%-96.1%)	27660
	Māori	N/A	-	3
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20_6. The health care professional definitely spent enough time with the patient.	Aug 2022	93.1%	(83.9%-100%)	29 ⚠
	May 2022	86.1%	(74.8%-97.4%)	36
	New Zealand	88.4%	(88.0%-88.8%)	27685
	Māori	N/A	-	3
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Question Click on a question to see more detail		Overall	C.I.	n	
21. The patient was definitely confident that the health care professional knew enough about their medical history.	Aug 2022	90.3%	(79.9%-100%)	31	
	May 2022	86.1%	(74.8%-97.4%)	36	
	New Zealand	78.9%	(78.4%-79.4%)	28690	
	Māori	N/A	-	3	
22. The patient definitely had trust and confidence in the health care professional.	Aug 2022	90.6%	(80.5%-100%)	32	
	May 2022	88.9%	(78.6%-99.2%)	36	
	New Zealand	87.3%	(86.9%-87.7%)	28597	
	Māori	N/A	-	3	
24. The health care professional definitely involved the patient as much as they wanted to be in making decisions about their treatment and care.	Aug 2022	92.9%	(83.4%-100%)	28	
	May 2022	82.9%	(70.4%-95.4%)	35	
	New Zealand	87.6%	(87.2%-88.0%)	28187	
	Māori	N/A	-	3	
20b. The patient's name was always pronounced properly by health care professional.	Aug 2022	97.0%	(91.2%-100%)	33	
	May 2022	94.6%	(87.3%-100%)	37	
	New Zealand	94.9%	(94.6%-95.2%)	28963	
	Māori	N/A	-	3	
20c. The health care professional always asked if uncertain how to say patient's name	Aug 2022	84.4%	(71.8%-97.0%)	32	
	May 2022	80.6%	(67.7%-93.5%)	36	
	New Zealand	76.6%	(76.1%-77.1%)	28508	
	Māori	N/A	-	3	
24c. The patient definitely felt comfortable asking any questions they had.	Aug 2022	100.0%	-	31	
	May 2022	97.1%	(91.6%-100%)	35	
	New Zealand	91.7%	(91.4%-92.0%)	28337	
	Māori	N/A	-	3	
23. During the consultation, the patient definitely felt that the health care professional recognised and/or understood any mental health needs that they might have had.	Aug 2022	55.6%	(23.1%-88.1%)	9	
	May 2022	75.0%	(50.5%-99.5%)	12	
	New Zealand	70.4%	(69.4%-71.4%)	8151	
	Māori	N/A	-	0	
19. The interpreter definitely helped the patient clearly communicate with their health care professional.	Aug 2022	N/A	-	2	
	May 2022	N/A	-	2	
	New Zealand	81.9%	(76.6%-87.2%)	199	
	Māori	N/A	-	0	
17. The reception and/or admin staff definitely treated the patient with respect.	Aug 2022	93.3%	(84.4%-100%)	30	
	May 2022	86.1%	(74.8%-97.4%)	36	
	New Zealand	91.3%	(91.0%-91.6%)	27442	
	Māori	N/A	-	3	
25_1. The patient definitely felt their cultural needs were met.	Aug 2022	94.7%	(84.7%-100%)	19	
	May 2022	91.7%	(80.6%-100%)	24	
	New Zealand	92.4%	(92.0%-92.8%)	13999	
	Māori	N/A	-	3	
25_2. The patient definitely felt their spiritual needs were met.	Aug 2022	100.0%	-	14	
	May 2022	80.0%	(62.5%-97.5%)	20	
	New Zealand	85.7%	(85.0%-86.4%)	10854	

Question Click on a question to see more detail	Overall		C.I.	n		
	Māori	N/A				
	Māori	N/A	-		1	
25_3. The patient definitely felt their individual needs were met.	Aug 2022	92.6%	(82.7%-100%)	27	▲	
	May 2022	90.6%	(80.5%-100%)	32		
	New Zealand	88.1%	(87.7%-88.5%)	25607		
	Māori	N/A	-	3		
27D. The patient did NOT identify perceived unfair treatment	Aug 2022	100.0%	-	27	▲	
	May 2022	100.0%	-	26	▲	
	New Zealand	96.0%	(95.8%-96.2%)	23750		
	Māori	N/A	-	2		
7. There is one health care professional the patient usually sees.	Aug 2022	82.4%	(69.6%-95.2%)	34		
	May 2022	80.6%	(67.7%-93.5%)	36		
	New Zealand	74.8%	(74.3%-75.3%)	29141		
	Māori	N/A	-	3		
8. The patient got to see their usual health care professional.	Aug 2022	89.3%	(77.8%-100%)	28	▲	
	May 2022	93.1%	(83.9%-100%)	29	▲	
	New Zealand	82.1%	(81.6%-82.6%)	21754		
	Māori	N/A	-	2		
33b. The patient was definitely able to have family / whānau involvement in discussions about treatment and care.	Aug 2022	100.0%	-	26	▲	
	May 2022	97.2%	(91.8%-100%)	36		
	New Zealand	92.8%	(92.5%-93.1%)	22234		
	Māori	N/A	-	3		
37. The patient has NOT been given conflicting information by different doctors or health care professionals in the last 12 months.	Aug 2022	90.0%	(76.9%-100%)	20	▲	
	May 2022	93.3%	(84.4%-100%)	30		
	New Zealand	84.5%	(84.0%-85.0%)	22178		
	Māori	N/A	-	3		
35. In the last 12 months, there was never a time when the patient wanted health care from a GP or nurse, but couldn't get it.	Aug 2022	87.9%	(76.8%-99.0%)	33		
	May 2022	91.1%	(82.8%-99.4%)	45		
	New Zealand	78.7%	(78.2%-79.2%)	31516		
	Māori	N/A	-	3		
10. The patient was able to get an appointment on the same day or the next working day.	Aug 2022	58.8%	(42.3%-75.3%)	34		
	May 2022	69.4%	(54.4%-84.4%)	36		
	New Zealand	35.1%	(34.5%-35.7%)	28142		
	Māori	N/A	-	3		
11. The patient did not mind the wait (availability of appointment).	Aug 2022	89.3%	(77.8%-100%)	28	▲	
	May 2022	75.0%	(57.7%-92.3%)	24	▲	
	New Zealand	76.9%	(76.4%-77.4%)	22955		
	Māori	N/A	-	2		
12. The patient waited 15 minutes or less for their pre-booked appointment to begin.	Aug 2022	85.3%	(73.4%-97.2%)	34		
	May 2022	58.3%	(42.2%-74.4%)	36		
	New Zealand	80.1%	(79.6%-80.6%)	27907		
	Māori	N/A	-	3		
13. The patient did not mind the wait (pre-booked appointment to begin).	Aug 2022	91.2%	(81.7%-100%)	34		
	May 2022	68.6%	(53.2%-84.0%)	35		

Question [Click on a question to see more detail](#)

		Overall	C.I.	n	
	New Zealand	87.1%	(86.7%-87.5%)	27894	
	Māori	N/A	-	3	
14. The patient waited less than an hour for walk in appointment.	Aug 2022	N/A	-	0	
	May 2022	N/A	-	1	
	New Zealand	76.9%	(74.6%-79.2%)	1307	
	Māori	N/A	-	0	
15. The patient did not mind the wait (for the walk-in appointment).	Aug 2022	N/A	-	0	
	May 2022	N/A	-	1	
	New Zealand	76.3%	(74.0%-78.6%)	1301	
	Māori	N/A	-	0	
16. The patient was accurately advised about the wait time for their consultation.	Aug 2022	42.4%	(25.5%-59.3%)	33	
	May 2022	43.2%	(27.2%-59.2%)	37	
	New Zealand	38.1%	(37.5%-38.7%)	29101	
	Māori	N/A	-	3	
33. The patient always received an answer the same day when contacting their GP / nurse clinic about something important.	Aug 2022	66.7%	(42.8%-90.6%)	15	
	May 2022	84.0%	(69.6%-98.4%)	25	
	New Zealand	72.6%	(72.0%-73.2%)	21141	
	Māori	N/A	-	1	
64_1. In the last 12 months, the patient has definitely received information about long-term condition they can understand about what they can do to improve their health.	Aug 2022	88.9%	(74.4%-100%)	18	
	May 2022	69.2%	(51.5%-86.9%)	26	
	New Zealand	69.6%	(69.0%-70.2%)	21613	
	Māori	N/A	-	3	
64_2. In the last 12 months, the patient has definitely talked with a health care professional about how their long-term condition care or treatment is going.	Aug 2022	76.2%	(58.0%-94.4%)	21	
	May 2022	61.5%	(42.8%-80.2%)	26	
	New Zealand	71.3%	(70.7%-71.9%)	21737	
	Māori	N/A	-	3	
66_1. The patient has definitely been involved in decisions about what is in their shared treatment or care plan.	Aug 2022	100.0%	-	5	
	May 2022	77.8%	(50.6%-100%)	9	
	New Zealand	85.0%	(84.2%-85.8%)	8010	
	Māori	N/A	-	1	
66_2. The patient has definitely been able to use their shared treatment or care plan in their daily life.	Aug 2022	83.3%	(53.5%-100%)	6	
	May 2022	60.0%	(29.6%-90.4%)	10	
	New Zealand	80.1%	(79.2%-81.0%)	7913	
	Māori	N/A	-	2	
66_3. The patient has definitely reviewed their shared treatment or care plan with a health care professional.	Aug 2022	85.7%	(59.8%-100%)	7	
	May 2022	66.7%	(35.9%-97.5%)	9	
	New Zealand	75.1%	(74.1%-76.1%)	7516	
	Māori	N/A	-	2	
39. In the last 12 months, the patient was always involved as much as they wanted to be in decisions about the best medicine(s) for them.	Aug 2022	87.5%	(74.3%-100%)	24	
	May 2022	82.8%	(69.1%-96.5%)	29	
	New Zealand	85.1%	(84.7%-85.5%)	26341	
	Māori	N/A	-	1	

Question [Click on a question to see more detail](#)

40. In the last 12 months, the patient always followed the instructions when taking the medicine(s).

	Overall	C.I.	n
Aug 2022	96.0%	(88.3%-100%)	25
May 2022	93.8%	(85.4%-100%)	32
New Zealand	94.8%	(94.5%-95.1%)	27090
Māori	N/A	-	1

42. In the last 12 months, there was never a time when cost stopped the patient from picking up a prescription.

Aug 2022	92.0%	(81.4%-100%)	25
May 2022	100.0%	-	31
New Zealand	92.2%	(91.9%-92.5%)	27057
Māori	N/A	-	1

46_1. The patient was always told, in a way they could understand, by someone at their GP / nurse clinic or pharmacy what their medicine was for.

Aug 2022	100.0%	-	22
May 2022	93.1%	(83.9%-100%)	29
New Zealand	94.4%	(94.1%-94.7%)	25239
Māori	N/A	-	1

46_2. The patient was always told, in a way they could understand, by someone at their GP / nurse clinic or pharmacy what could happen if they didn't take the medicine.

Aug 2022	65.0%	(44.1%-85.9%)	20
May 2022	76.0%	(59.3%-92.7%)	25
New Zealand	68.6%	(68.0%-69.2%)	22036
Māori	N/A	-	1

46_3. The patient was always told, in a way they could understand, by someone at their GP / nurse clinic or pharmacy what the possible side effects of their medication are.

Aug 2022	66.7%	(46.5%-86.9%)	21
May 2022	73.1%	(56.1%-90.1%)	26
New Zealand	62.6%	(62.0%-63.2%)	23378
Māori	N/A	-	1

46_4. The patient was always told, in a way they could understand, by someone at their GP / nurse clinic or pharmacy what to do if they experienced side effects.

Aug 2022	63.2%	(41.5%-84.9%)	19
May 2022	80.0%	(64.3%-95.7%)	25
New Zealand	61.0%	(60.4%-61.6%)	22749
Māori	N/A	-	1

49. The need for an x-ray, scan, blood test, or other medical test was definitely explained in a way the patient could understand.

Aug 2022	92.0%	(81.4%-100%)	25
May 2022	84.0%	(69.6%-98.4%)	25
New Zealand	90.8%	(90.4%-91.2%)	23444
Māori	N/A	-	2

50. The patient was told how they could find out the results of the x-ray, scan, blood test, or other medical test.

Aug 2022	87.5%	(74.3%-100%)	24
May 2022	100.0%	-	24
New Zealand	79.9%	(79.4%-80.4%)	23322
Māori	N/A	-	2

51. The results of the x-ray, scan, blood test, or other medical test were definitely explained in a way the patient could understand.







Aug 2022	68.0%	(49.7%-86.3%)	25
May 2022	76.0%	(59.3%-92.7%)	25
New Zealand	71.6%	(71.0%-72.2%)	23904
Māori	N/A	-	2

55. The patient definitely had enough information about how to manage their condition or recovery after they left the emergency department.

Aug 2022	40.0%	(0%-82.9%)	5
May 2022	60.0%	(17.1%-100%)	5
New Zealand	65.7%	(64.5%-66.9%)	6434
Māori	N/A	-	1

56. The patient's GP/nurse clinic definitely seem informed and up to date about the care they got from the emergency department.

Aug 2022	60.0%	(17.1%-100%)	5
May 2022	80.0%	(44.9%-100%)	5
New Zealand	75.4%	(74.3%-76.5%)	5716

Question Click on a question to see more detail	Overall	C.I.	n
	Māori	N/A -	1
59. The patient's GP / nurse clinic is definitely informed and up to date about the plan for follow-up (post hospital stay).	Aug 2022	N/A -	4
	May 2022	80.0% (44.9%-100%)	5  
	New Zealand	69.9% (68.6%-71.2%)	4659 
	Māori	N/A -	0
60. The patient did not have to go back to hospital or get emergency care because of complications or their condition's worsening within a month after being discharged from hospital.	Aug 2022	N/A -	4
	May 2022	60.0% (17.1%-100%)	5  
	New Zealand	79.4% (78.2%-80.6%)	4424 
	Māori	N/A -	0