

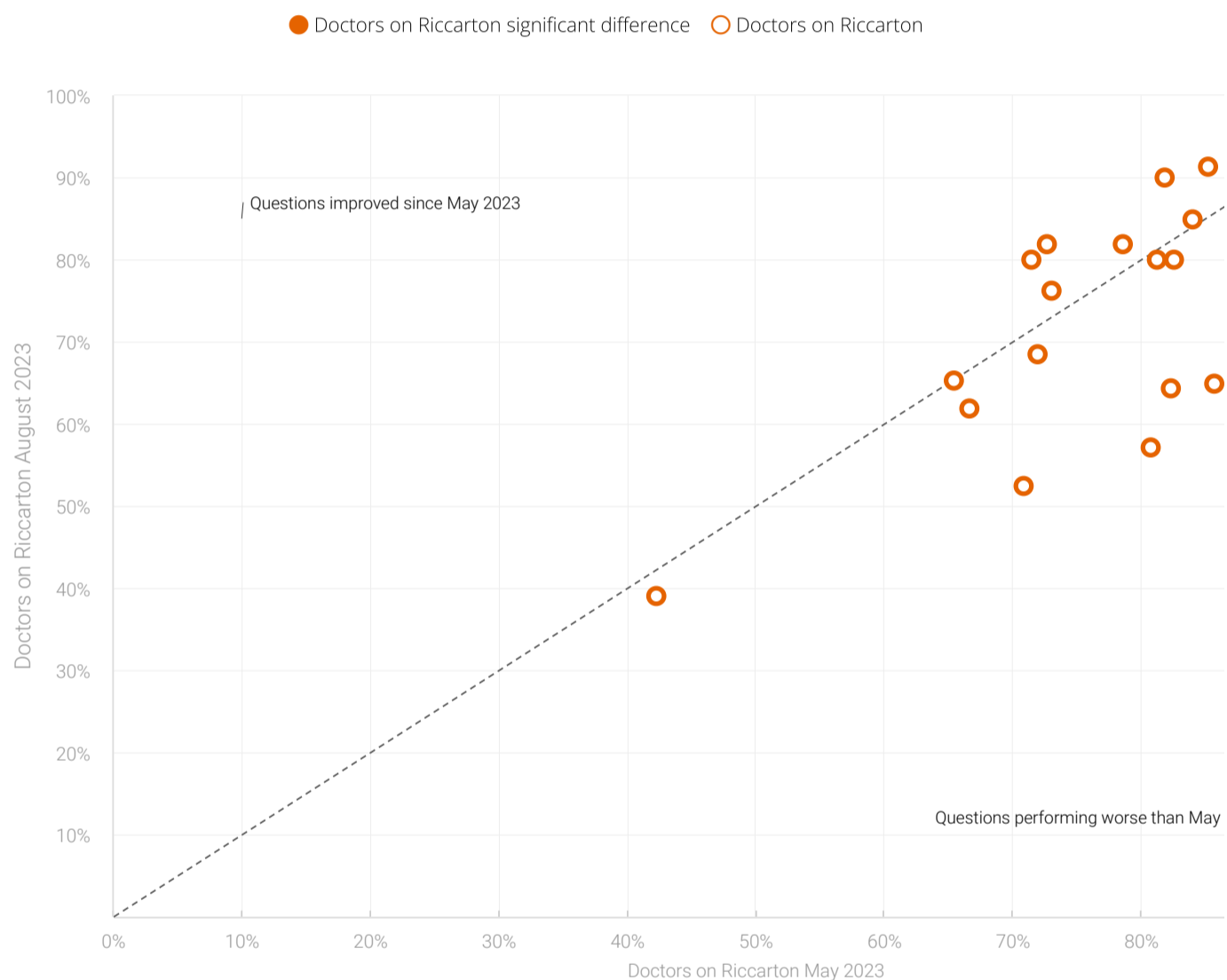
Doctors on Riccarton overview

Doctors on Riccarton

Below are a series of charts comparing performance against the prior quarter's results and the national results, the highest and lowest-performing results and a comparison of results from Māori and non-Māori, non-Pacific results.

Comparison with May 2023 results

The chart below compares Doctors on Riccarton May 2023 results with Doctors on Riccarton August 2023. Questions above the dashed line are ones in which performance in August 2023 was higher than in May 2023. Questions below the line are ones in which performance in August 2023 was lower than in May 2023. Questions with a filled-in dot represent a significant difference in the results.



Highest-performing results for Doctors on Riccarton

The table below shows the highest-performing questions for Doctors on Riccarton in August 2023.

⚠ Low sample size

Question	Overall	C.I.	n
Click on a question to see more detail			
The patient definitely felt comfortable asking any questions they had.	August 2023 100.0%	-	23 ⚠
The patient has definitely been involved in decisions about what is in their shared treatment or care plan.	August 2023 100.0%	-	7 ⚠
The patient has definitely been able to use their shared treatment or care plan in their daily life.	August 2023 100.0%	-	7 ⚠
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.	August 2023 100.0%	-	22 ⚠
The health care professional definitely listened to the patient.	August 2023 95.7%	(87.4%-100%)	23 ⚠
The health care professional definitely explained things in a way the patient could understand.	August 2023 95.7%	(87.4%-100%)	23 ⚠

Lowest-performing results for Doctors on Riccarton

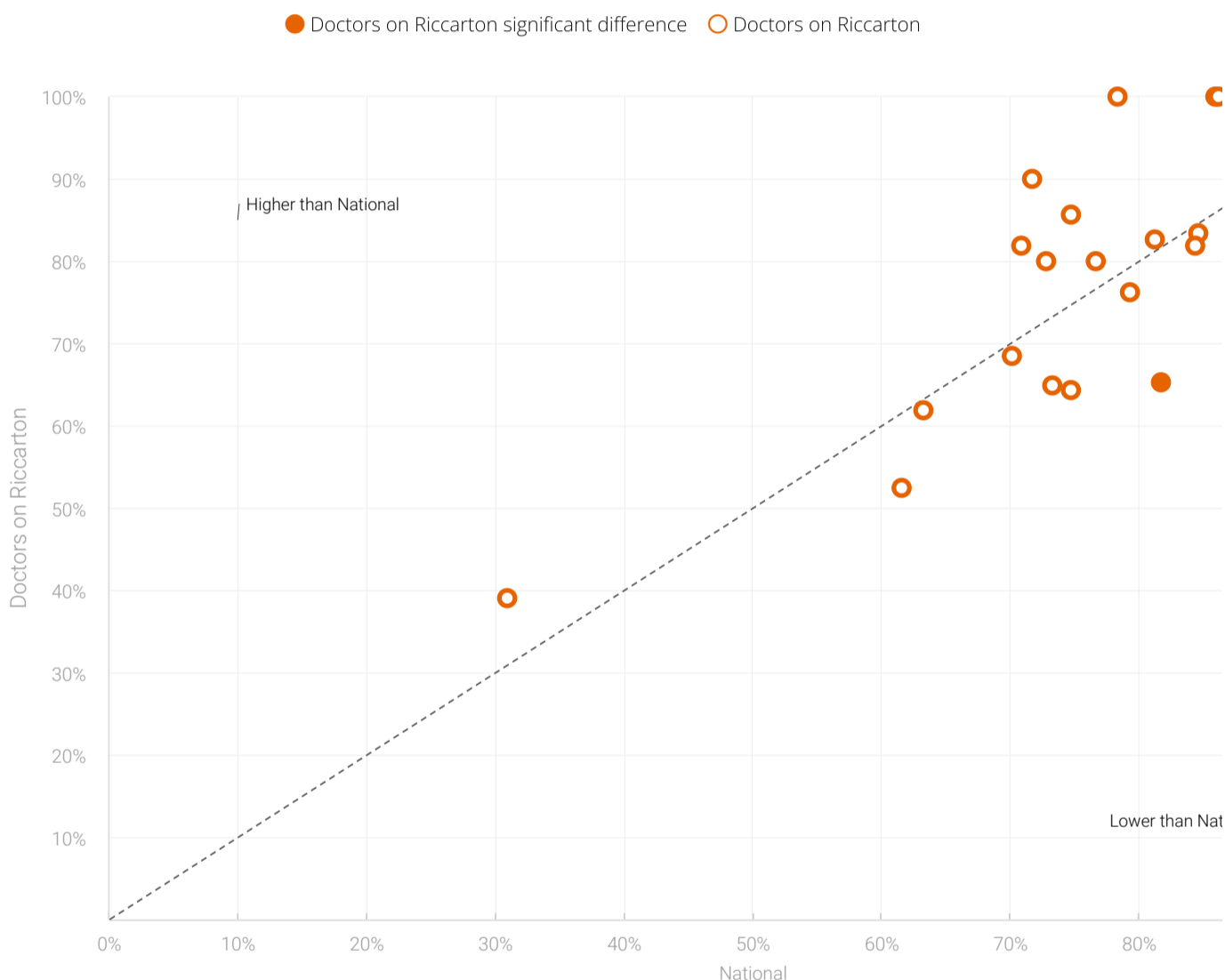
The table below shows the lowest-performing questions for Doctors on Riccarton in August 2023.

⚠ Low sample size

Question	Click on a question to see more detail	Overall	C.I.	n
The patient was able to get an appointment on the same day or the next working day.		August 2023	39.1% (19.2%-59.0%)	23 ⚠
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.		August 2023	52.4% (31.0%-73.8%)	21 ⚠
The patient did not mind the wait (pre-booked appointment to begin).		August 2023	57.1% (35.9%-78.3%)	21 ⚠
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.		August 2023	61.9% (41.1%-82.7%)	21 ⚠
The patient always received an answer the same day when contacting their GP / nurse clinic about something important.		August 2023	64.3% (39.2%-89.4%)	14 ⚠

Comparison of Doctors on Riccarton results to National results

The chart below compares Doctors on Riccarton August 2023 results with National August 2023. Questions above the dashed line are ones in which Doctors on Riccarton performance was higher than National. Questions below the line are ones in which Doctors on Riccarton performance was lower than National. Questions with a filled-in dot represent a significant difference in the results.



There were no questions in which results for Doctors on Riccarton were significantly higher than the National results.

Questions in which results for Doctors on Riccarton were significantly lower than the National results.

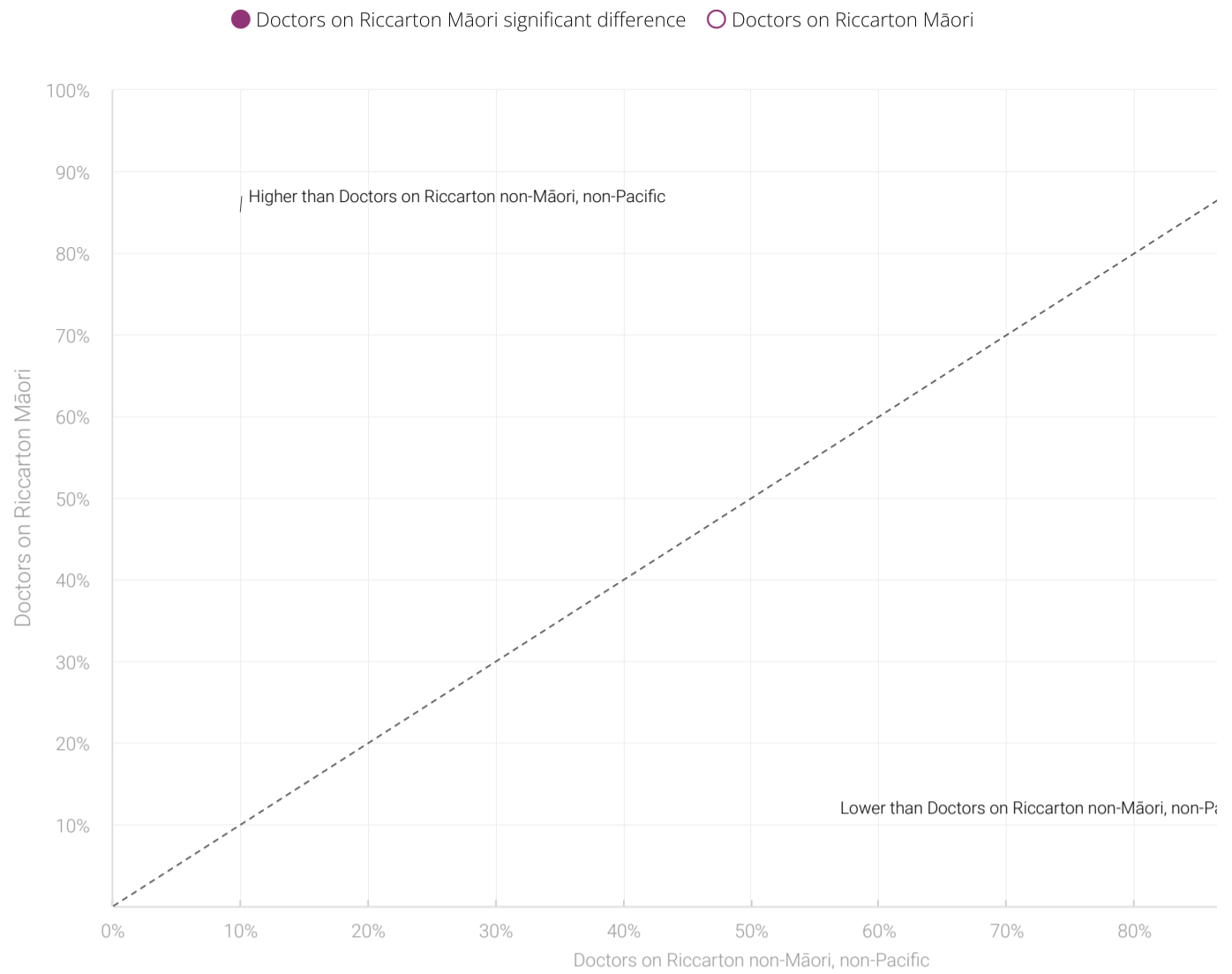
⚠ Low sample size

Question	Click on a question to see more detail	Overall	C.I.	n
The patient was definitely able to have family / whānau involvement in discussions about treatment and care.		August 2023 ⚠	77.8% (58.6%-97.0%)	18
		New Zealand	92.5% (92.1%-92.9%)	17441
The patient definitely felt their cultural needs were met.		August 2023 ⚠	71.4% (47.7%-95.1%)	14
		New Zealand	90.8% (90.2%-91.4%)	10579
The patient waited 15 minutes or less for their pre-booked appointment to begin.		August 2023 ⚠	65.2% (45.7%-84.7%)	23
		New Zealand	81.7% (81.2%-82.2%)	20690
The patient did not mind the wait (pre-booked appointment to begin).		August 2023 ⚠	57.1% (35.9%-78.3%)	21
		New Zealand	87.2% (86.7%-87.7%)	20551

Comparison of Māori results to non-Māori, non-Pacific results

The chart below compares Doctors on Riccarton Māori August 2023 results with Doctors on Riccarton non-Māori, non-Pacific results. Questions above the dashed line are ones in which Doctors on Riccarton Māori performance was higher than non-Māori, non-Pacific results. Questions below the line are ones in which

Doctors on Riccarton Māori performance was lower than non-Māori, non-Pacific results. Questions with a filled-in dot represent a significant difference in the results.



There were no questions in which Doctors on Riccarton Māori results were significantly higher than non-Māori, non-Pacific results.

There were no questions in which Doctors on Riccarton Māori results were significantly lower than non-Māori, non-Pacific results results.

Key questions

▲ Low sample size

Key question Click on a question to see more detail

	Overall	C.I.	n
<u>The health care professional definitely involved the patient as much as they wanted to be in making decisions about their treatment and care.</u>	August 2023	90.9% (78.9%-100%)	22 ▲
	New Zealand	90.1% (89.7%-90.5%)	21651
<u>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.</u>	August 2023	80.0% (64.3%-95.7%)	25 ▲
	New Zealand	76.7% (76.2%-77.2%)	24663