



Quality Performance Systems Pty Ltd
www.qpsbenchmarking.com



Canberra Surgicentre Patient Experience Survey Quarterly Benchmark Report April to June 2026

Patient Experience Survey Benchmark Report

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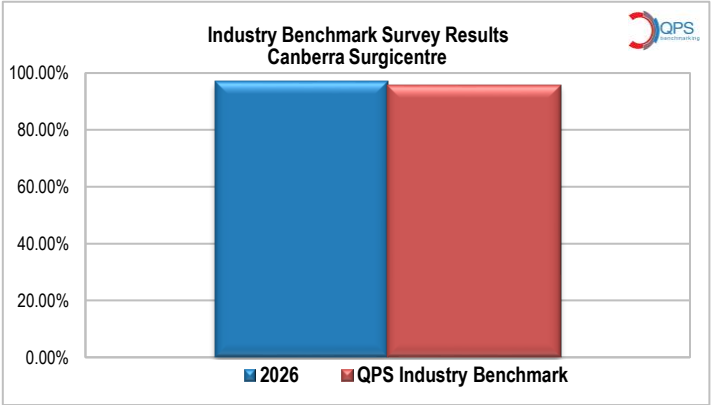
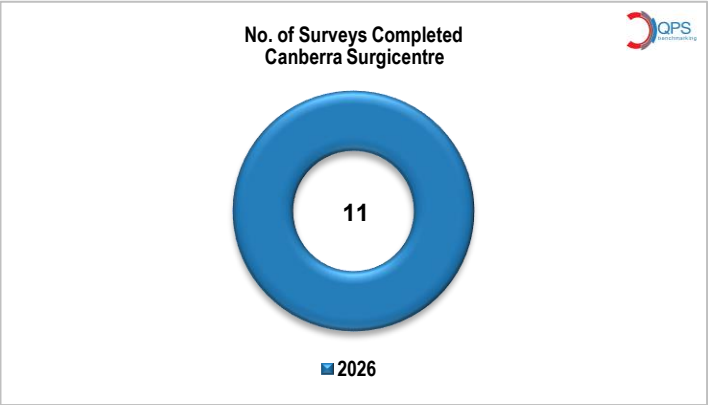
Survey Approach

Canberra Surgicentre conducted the QPS Benchmarking Patient Experience Survey from April to June 2026. The surveys were conducted online, where patients were provided with a web based link to the QPS survey to directly capture the ratings and verbatim comments.

Note; The following colour coded legend applies throughout the report for the variation of your results to the QPS industry benchmark. Blue numerical values indicates a positive variation i.e. better than the industry benchmark; Red numerical values indicates below the benchmark; Black numerical values indicates the variation is less than 1%.

Table 1 No. of Surveys Completed

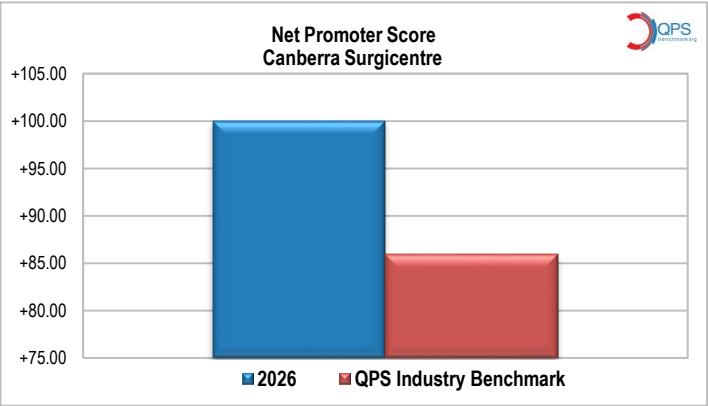
Table 2 Industry Benchmark Survey Results



No. of Surveys Completed	
Year	No. of Surveys Completed
2026	11

Industry Benchmark Survey Results			
Year	Facility Survey Result	QPS Industry Benchmark	Variation from QPS Industry Benchmark
2026	96.91%	95.80%	1.11%

Table 3 Net Promoter Score®



The NPS establishes the likelihood of a patient to recommend your services to family or friends on a scale of 0-10. The responses are then grouped into the following three groups: Promoters, Passives or Detractors.

- Promoters (scored the question 9-10)** are loyal enthusiasts who will keep using your services and refer others, fuelling growth.
- Passives (scored the question 7-8)** are satisfied but unenthusiastic patients who are vulnerable to competitive offerings.
- Detractors (scored the question 0-6)** are unhappy patients who can damage your brand and impede growth through negative word-of-mouth.

The Net Promoter Score® (NPS) can range from a low of -100 (if every customer is a Detractor) to a high of 100 (if every customer is a Promoter). The NPS is a measure of your customer's overall loyalty to your organisation, which determines your potential for repeat business and positive word-of-mouth. The higher the Net Promoter Score, the more likely a customer will recommend the service to friends and colleagues. Net Promoter, Net Promoter Score and NPS are registered trademarks of Bain & Company, Inc., Satmetrix Systems, Inc., and Fred Reichheld.

Net Promoter Score			
Year	Facility NPS	QPS Industry Benchmark	Variation from QPS Industry Benchmark
2026	+100.00	+85.91	+14.09

NPS - Response Groups			
Year	Promoters	Passives	Detractors
2026	100.00%	0.00%	0.00%

Table 4 Major Strengths and Opportunities for Improvement

Based on the overall score for each question the major strengths and opportunities for improvement have been identified below.

Major Strengths

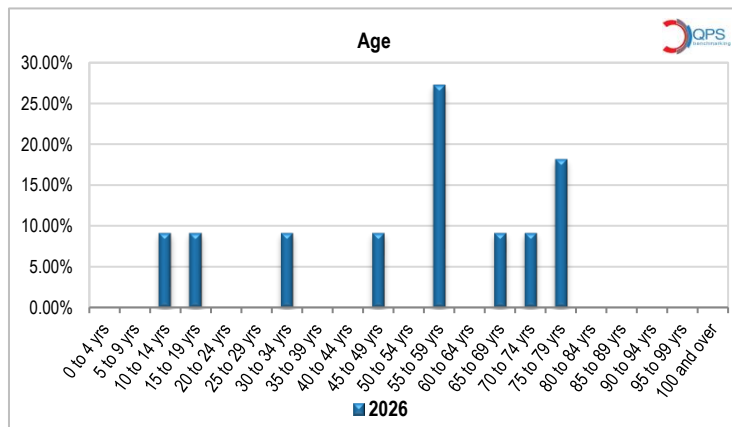
1st	3a	I was treated with respect and dignity during my stay.	100.00%
2nd	3d	When a need could not be met, staff explained why.	100.00%
3rd	3h	When I was in the hospital, I felt confident in the safety of my treatment and care.	100.00%
4th	3i	I found the staff were knowledgeable and well trained.	100.00%
5th	4a	I was kept informed as much as I wanted about my treatment and care.	100.00%

Major Opportunities for Improvement

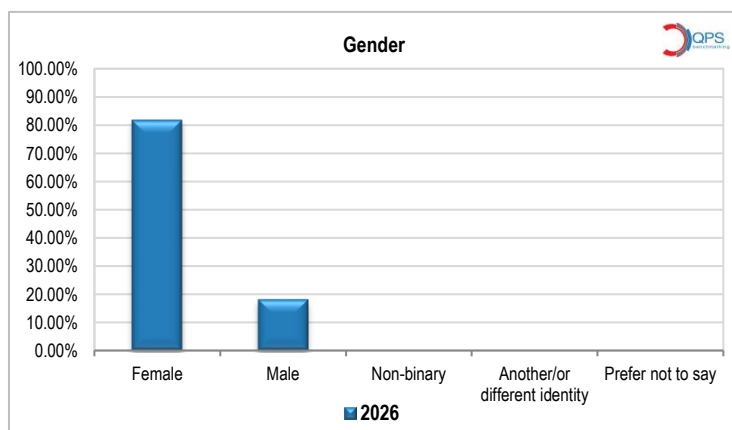
1st	1b	Waiting time from my admission time to starting my procedure.	87.27%
2nd	2a	Availability of drop off areas, and disability access, if required.	90.91%
3rd	2b	Inside and outside signs at the hospital.	90.91%
4th	5b	My carer, family or support person had opportunities to talk to the staff, if they wanted to.	94.00%
5th	3e	I felt cared for.	94.55%

Tables 5 Respondent Profile

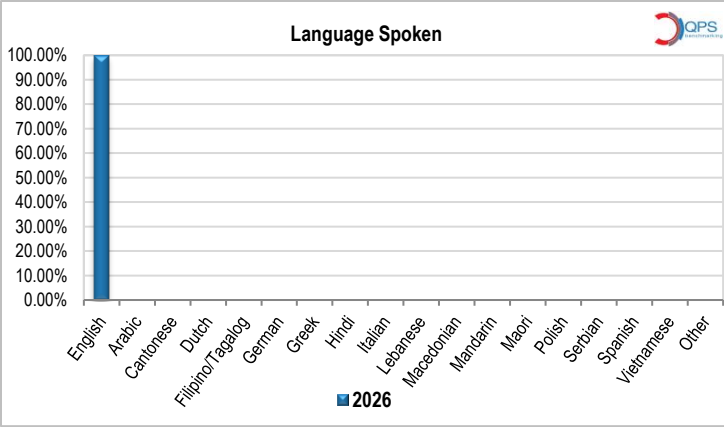
The following graphs provide the percentage results of the respondent questions.



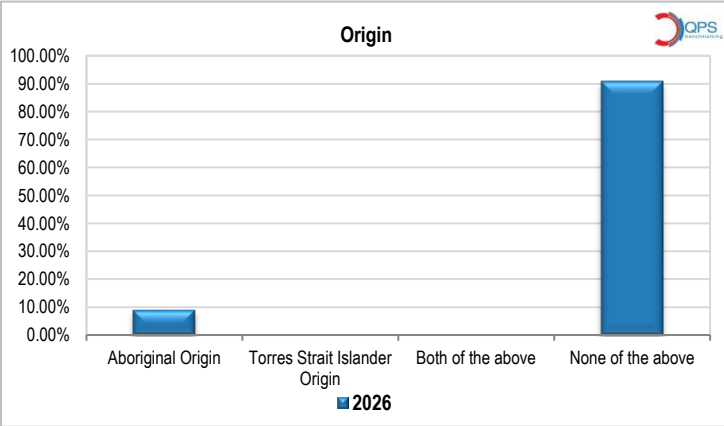
Age	
Response	2026
0 to 4 years	0.00%
5 to 9 years	0.00%
10 to 14 years	9.09%
15 to 19 years	9.09%
20 to 24 years	0.00%
25 to 29 years	0.00%
30 to 34 years	9.09%
35 to 39 years	0.00%
40 to 44 years	0.00%
45 to 49 years	9.09%
50 to 54 years	0.00%
55 to 59 years	27.27%
60 to 64 years	0.00%
65 to 69 years	9.09%
70 to 74 years	9.09%
75 to 79 years	18.18%
80 to 84 years	0.00%
85 to 89 years	0.00%
90 to 94 years	0.00%
95 to 99 years	0.00%
100 and over	0.00%



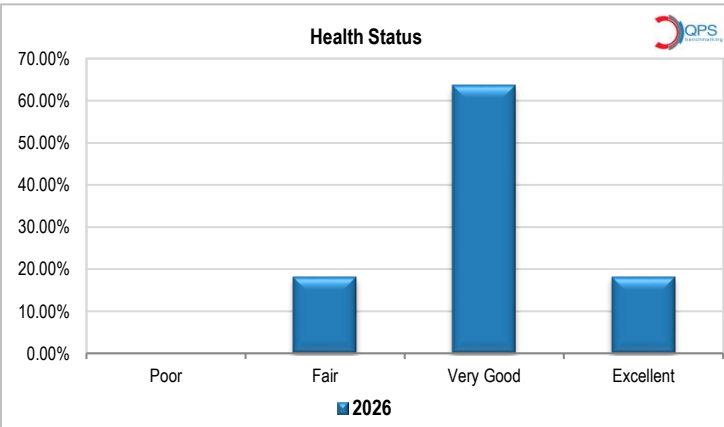
Gender	
Response	2026
Female	81.82%
Male	18.18%
Non-binary	0.00%
Another/or different identity	0.00%
Prefer not to say	0.00%



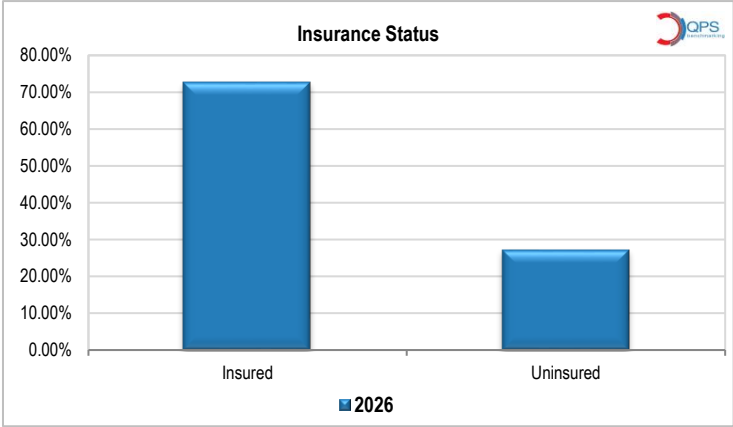
Language Spoken	
Response	2026
English	100.00%
Arabic	0.00%
Cantonese	0.00%
Dutch	0.00%
Filipino/Tagalog	0.00%
German	0.00%
Greek	0.00%
Hindi	0.00%
Italian	0.00%
Lebanese	0.00%
Macedonian	0.00%
Mandarin	0.00%
Maori	0.00%
Polish	0.00%
Serbian	0.00%
Spanish	0.00%
Vietnamese	0.00%
Other	0.00%



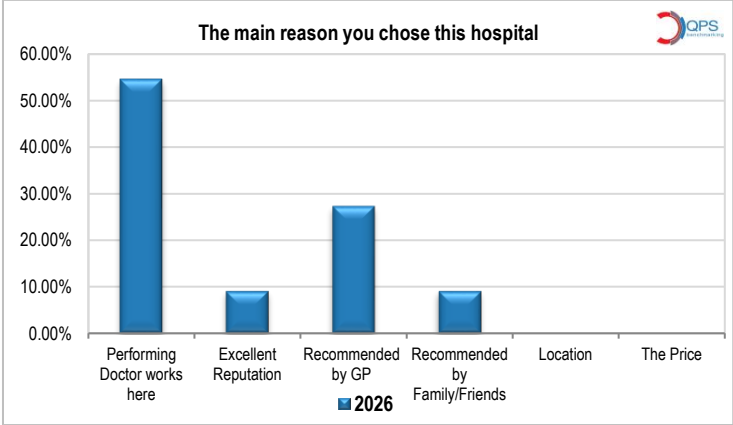
Origin	
Response	2026
Aboriginal Origin	9.09%
Torres Strait Islander Origin	0.00%
Both of the above	0.00%
None of the above	90.91%



Health Status	
Response	2026
Poor	0.00%
Fair	18.18%
Very Good	63.64%
Excellent	18.18%



Insurance Status	
Response	2026
Insured	72.73%
Uninsured	27.27%



The main reason you chose this hospital	
Response	2026
Performing Doctor works here	54.55%
Excellent Reputation	9.09%
Recommended by GP	27.27%
Recommended by Family/Friends	9.09%
Location	0.00%
The Price	0.00%

Table 6 Benchmark Results by Survey Domain

The graph below demonstrates the Patient Survey results and the QPS industry benchmark for each survey domain.

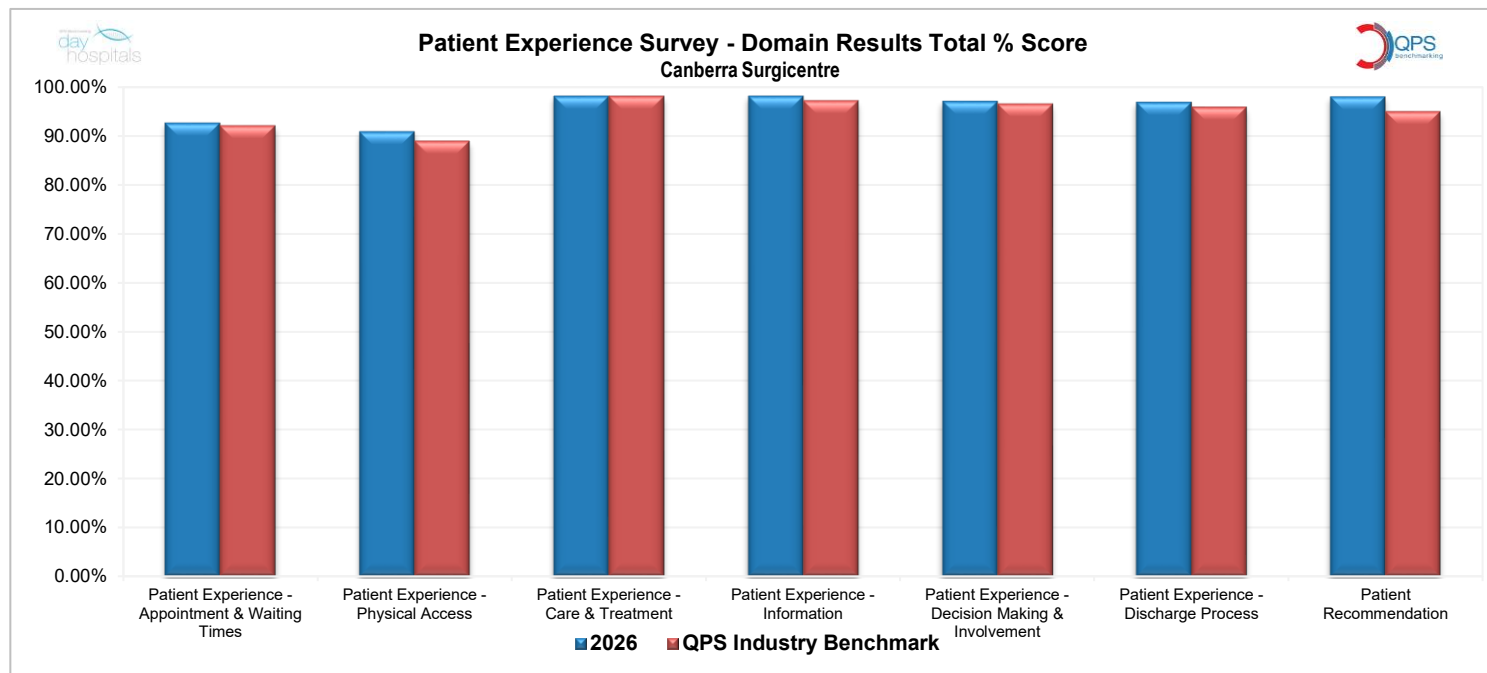


Table 7 Benchmark Question Level Results

The table below provides the Patient Survey numerical values for each domain and questions included within each section. The survey results at the domain and question levels are also compared to the QPS industry benchmark.

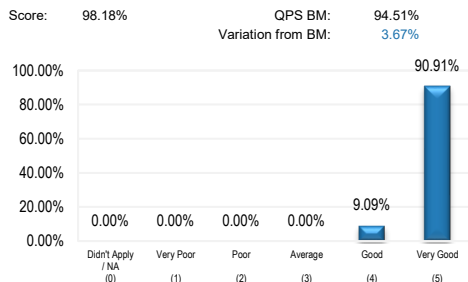
Domain / Question	2026 Results	QPS Industry Benchmark	Variation from QPS Industry BM
Domain 1: Patient Experience: Appointment & Waiting Times	92.73%	92.14%	0.59%
1a The information provided by the hospital to prepare me for my admission.	98.18%	94.51%	3.67%
1b Waiting time from my admission time to starting my procedure.	87.27%	89.70%	-2.43%
Domain 2: Patient Experience: Physical Access	90.91%	88.97%	1.94%
2a Availability of drop off areas, and disability access, if required.	90.91%	88.14%	2.77%
2b Inside and outside signs at the hospital.	90.91%	89.26%	1.65%
Domain 3: Patient Experience: Care & Treatment	98.18%	98.10%	0.08%
3a I was treated with respect and dignity during my stay.	100.00%	98.95%	1.05%
3b My views and concerns were listened to.	98.00%	98.38%	-0.38%
3c My individual needs were met.	98.00%	98.03%	-0.03%
3d When a need could not be met, staff explained why.	100.00%	96.12%	3.88%
3e I felt cared for.	94.55%	98.10%	-3.55%
3f As far as I could tell, the staff involved in my care communicated with each other about my treatment.	96.36%	97.63%	-1.27%
3g I received pain relief that met my needs.	98.00%	97.72%	0.28%
3h When I was in the hospital, I felt confident in the safety of my treatment and care.	100.00%	98.32%	1.68%
3i I found the staff were knowledgeable and well trained.	100.00%	98.23%	1.77%
3l Overall, the quality of the treatment and care I received.	98.18%	98.25%	-0.07%
Domain 4: Patient Experience: Information	98.18%	97.20%	0.98%
4a I was kept informed as much as I wanted about my treatment and care.	100.00%	97.51%	2.49%
4b The information about my consent to have treatment was easy to understand and helpful.	100.00%	97.85%	2.15%
4c I was provided enough information about prevention of infections.	94.55%	96.02%	-1.47%
Domain 5: Patient Experience: Decision Making & Involvement	97.14%	96.59%	0.55%
5a I was involved as much as I wanted in making decisions about my treatment and care.	100.00%	97.24%	2.76%
5b My carer, family or support person had opportunities to talk to the staff, if they wanted to.	94.00%	95.78%	-1.78%
Domain 6: Patient Experience: Discharge Process	96.97%	95.89%	1.08%
6a The information about how to manage my care at home.	96.36%	96.08%	0.28%
6b The information about how to manage my medicines at home.	96.36%	96.12%	0.24%
6c The information for emergency medical care.	98.18%	95.28%	2.90%
Domain 7: Patient Recommendation	98.10%	94.99%	3.11%
7a Likelihood to return to this day hospital if you required.	98.18%	95.07%	3.11%
7b Likelihood to recommend the care and services.	98.00%	95.04%	2.96%

Tables 8 Individual Question Scores

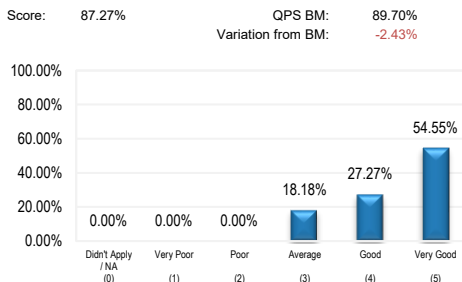
Legend: **Score:** is the survey question result. **QPS BM:** is the QPS Industry Benchmark. **Variation from BM:** is the difference between the facility result and industry benchmark. Blue numerical values indicates a positive variation i.e. better than industry benchmark; Red numerical values indicates below benchmark; Black numerical values indicates the variation is less than 1.00%. **Graph:** displays percent of respondents giving the same score.

Domain 1: Patient Experience: Appointment & Waiting Times

Q1a. The information provided by the hospital to prepare me for my admission.

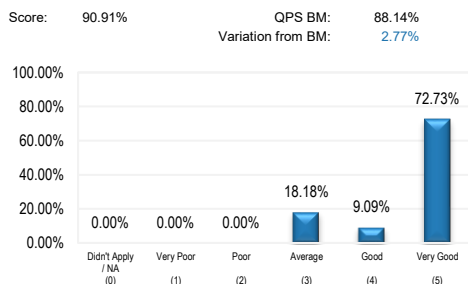


Q1b. Waiting time from my admission time to starting my procedure.

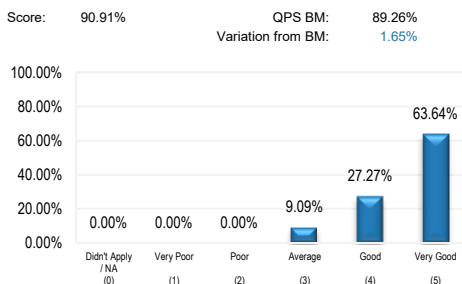


Domain 2: Patient Experience: Physical Access

Q2a. Availability of drop off areas, and disability access, if required.

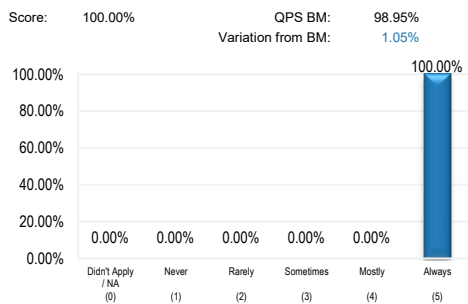


Q2b. Inside and outside signs at the hospital.

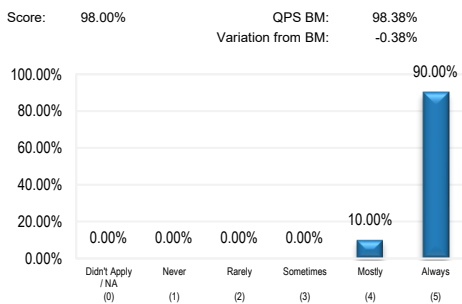


Domain 3: Patient Experience: Care & Treatment

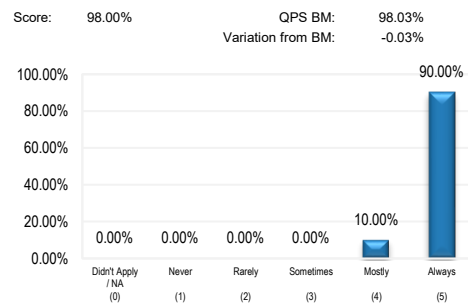
Q3a. I was treated with respect and dignity during my stay.



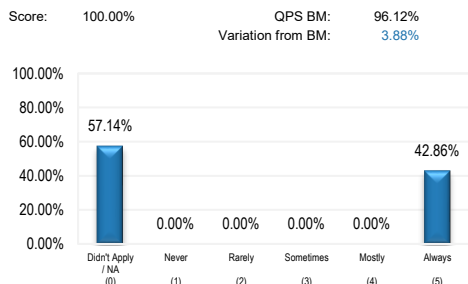
Q3b. My views and concerns were listened to.



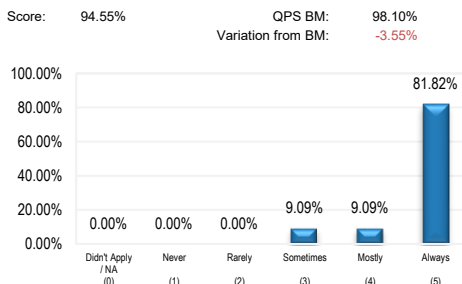
Q3c. My individual needs were met.



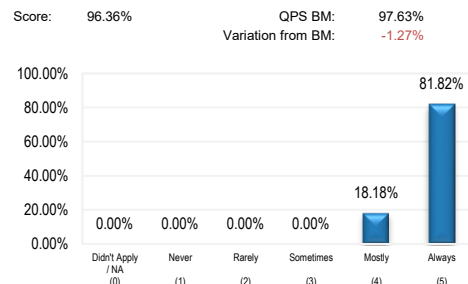
Q3d. When a need could not be met, staff explained why.



Q3e. I felt cared for.

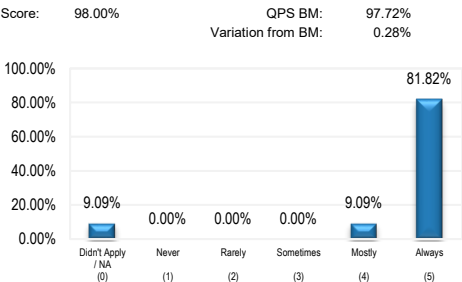


Q3f. As far as I could tell, the staff involved in my care communicated with each other about my treatment.

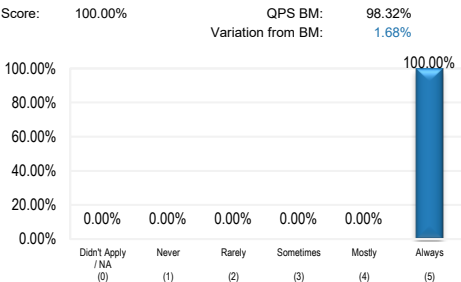


Legend: **Score:** is the survey question result. **QPS BM:** is the QPS Industry Benchmark. **Variation from BM:** is the difference between the facility result and industry benchmark. Blue numerical values indicates a positive variation i.e. better than industry benchmark; Red numerical values indicates below benchmark; Black numerical values indicates the variation is less than 1.00%. **Graph:** displays percent of respondents giving the same score.

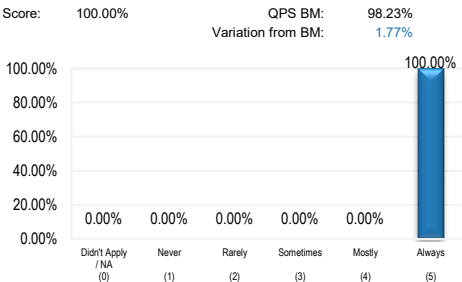
Q3g. I received pain relief that met my needs.



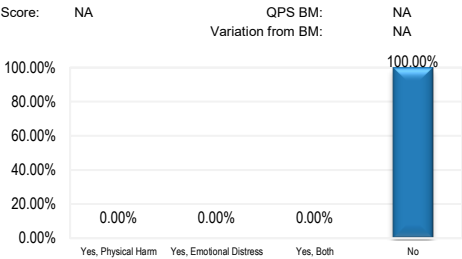
Q3h. When I was in the hospital, I felt confident in the safety of my treatment and care.



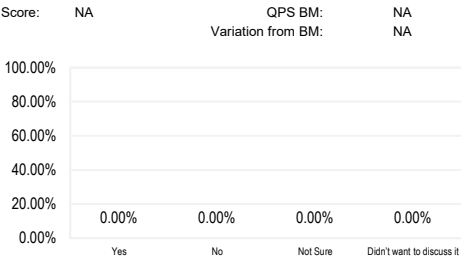
Q3i. I found the staff were knowledgeable and well trained.



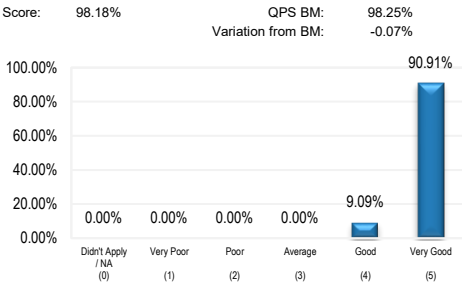
Q3j. I experienced unexpected harm or distress as a result of my treatment or care.



Q3k. My harm or distress was discussed with me by staff.

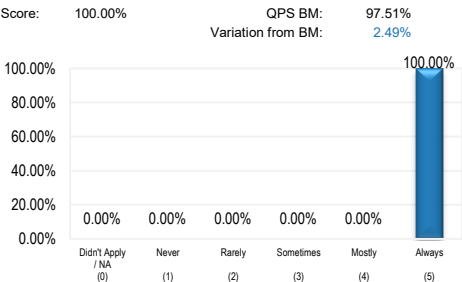


Q3l. Overall, the quality of the treatment and care I received.

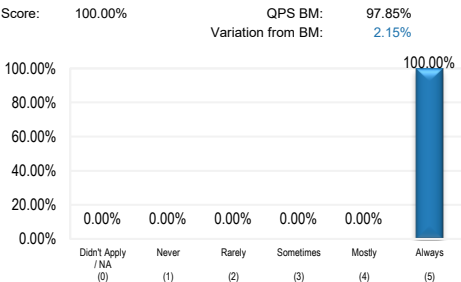


Domain 4: Patient Experience: Information

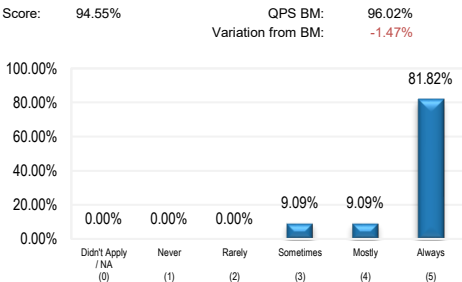
Q4a. I was kept informed as much as I wanted about my treatment and care.



Q4b. The information about my consent to have treatment was easy to understand and helpful.

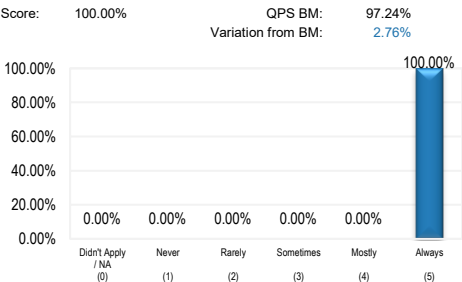


Q4c. I was provided enough information about prevention of infections.

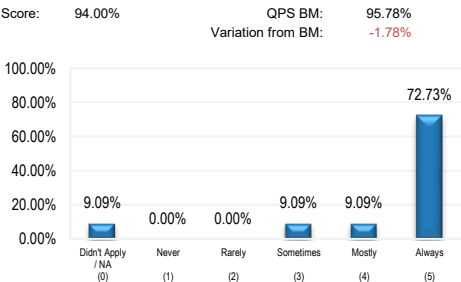


Domain 5: Patient Experience: Decision Making & Involvement

Q5a. I was involved as much as I wanted in making decisions about my treatment and care.

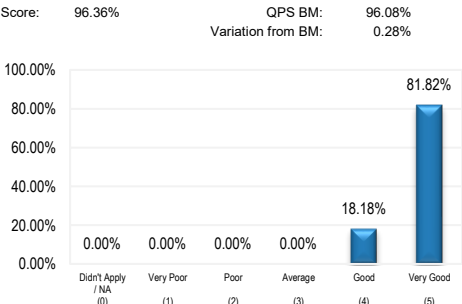


Q5b. My carer, family or support person had opportunities to talk to the staff, if they wanted to.

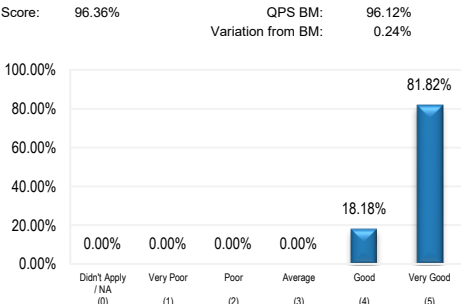


Domain 6: Patient Experience: Discharge Process

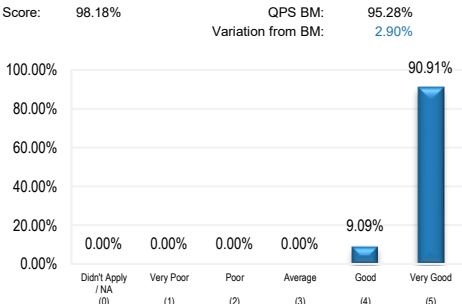
Q6a. The information about how to manage my care at home.



Q6b. The information about how to manage my medicines at home.



Q6c. The information for emergency medical care.

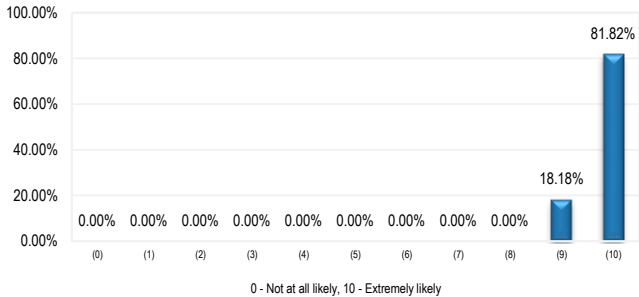


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Domain 7: Patient Recommendation

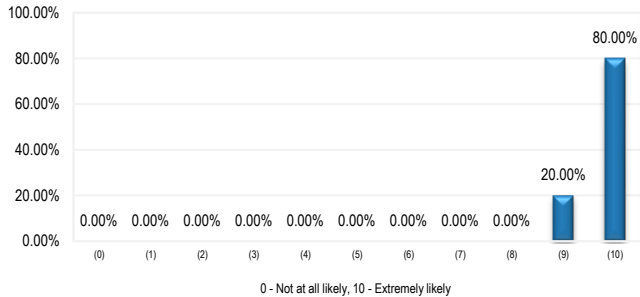
Q7a: How likely would you be to return to this day hospital if you required a procedure in the future?

Score: 98.18% QPS BM: 95.07%
Variation from BM: 3.11%



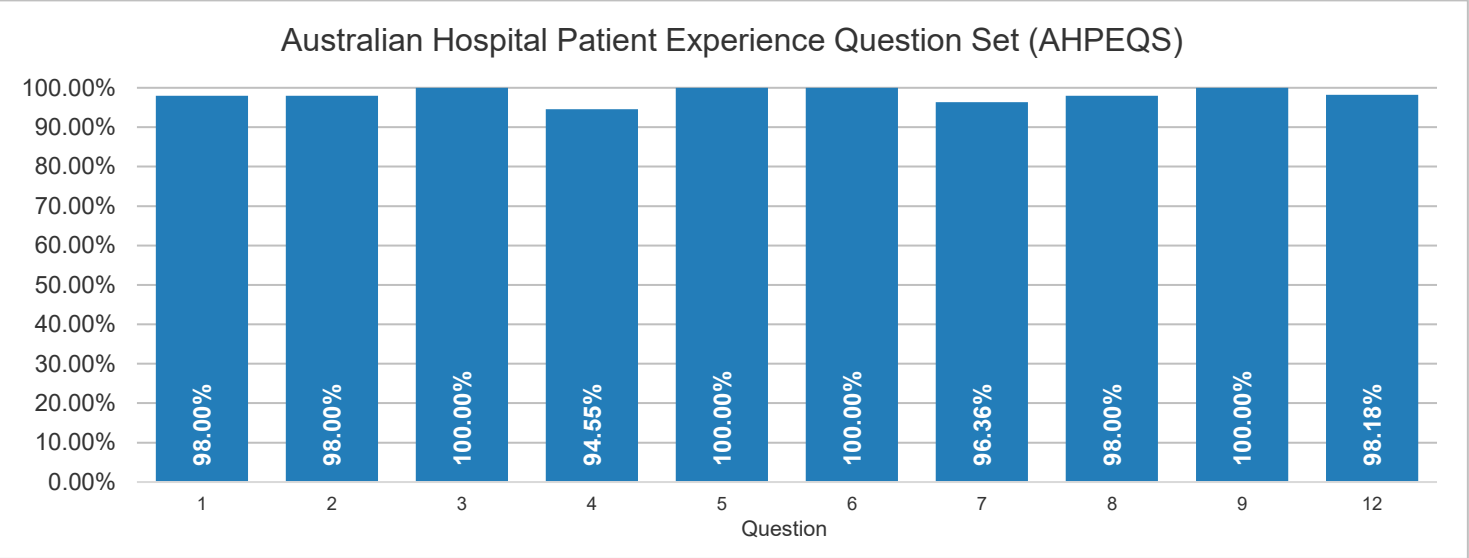
Q7b: How likely would you be to recommend the care, treatment and services of this day hospital to family and friends?

Score: 98.00% QPS BM: 95.04%
Variation from BM: 2.96%



Australian Hospital Patient Experience Question Set (AHPEQS)

Service Name: **Canberra Surgicentre**
Year: **2026**
AHPEQS Overall Result: **98.18%**



Question	Result
1 My views and concerns were listened to.	98.00%
2 My individual needs were met.	98.00%
3 When a need could not be met, staff explained why.	100.00%
4 I felt cared for.	94.55%
5 I was involved as much as I wanted in making decisions about my treatment and care.	100.00%
6 I was kept informed as much as I wanted about my treatment and care.	100.00%
7 As far as I could tell, the staff involved in my care communicated with each other about my treatment.	96.36%
8 I received pain relief that met my needs.	98.00%
9 When I was in the hospital, I felt confident in the safety of my treatment and care.	100.00%
12 Overall, the quality of the treatment and care I received.	98.18%

