

Patient Feedback Report

Hone Ropata

Patient Feedback

Published: **13 Aug 2026**

Cycle: **DPTKXB**

Survey Overview

Description

Patient Feedback

Respondent Metrics

Respondents: 30

Self-assessment: Included

Minimum required: 30

Survey Results

The following is a tabular depiction of the responses to each survey question.

Patient feedback for

Hone Ropata

How often did this doctor do the following during your visit?

1. Being polite and respectful toward me

% of responses	Count	Response
34.5%	10	5 of 5
44.8%	13	4 of 5
13.8%	4	3 of 5
3.4%	1	2 of 5
3.4%	1	1 of 5
3.3%	1	N/A

Doctor's self-rating: **4 of 5**

2. Making me feel at ease

% of responses	Count	Response
33.3%	10	5 of 5
46.7%	14	4 of 5
16.7%	5	3 of 5
3.3%	1	2 of 5

Doctor's self-rating: **4 of 5**

3. Listening carefully to what I said

% of responses	Count	Response
39.3%	11	5 of 5
39.3%	11	4 of 5
10.7%	3	3 of 5

3. Listening carefully to what I said *(continued)*

% of responses	Count	Response
3.6%	1	2 of 5
7.1%	2	1 of 5
6.7%	2	N/A

Doctor's self-rating: **4 of 5**

4. Assessing my medical condition thoroughly

% of responses	Count	Response
41.4%	12	5 of 5
41.4%	12	4 of 5
13.8%	4	3 of 5
3.4%	1	1 of 5
3.3%	1	N/A

Doctor's self-rating: **3 of 5**

5. Explaining my condition and treatment clearly

% of responses	Count	Response
24.1%	7	5 of 5
41.4%	12	4 of 5
24.1%	7	3 of 5
6.9%	2	2 of 5
3.4%	1	1 of 5
3.3%	1	N/A

Doctor's self-rating: **4 of 5**

6. Involving me in decisions about my treatment

% of responses	Count	Response
39.3%	11	5 of 5
35.7%	10	4 of 5
17.9%	5	3 of 5
3.6%	1	2 of 5
3.6%	1	1 of 5

6. Involving me in decisions about my treatment *(continued)*

% of responses	Count	Response
6.7%	2	N/A

Doctor's self-rating: **3 of 5**

7. Providing or arranging treatment for me

% of responses	Count	Response
36.7%	11	5 of 5
46.7%	14	4 of 5
16.7%	5	3 of 5

Doctor's self-rating: **4 of 5**

8. Respecting my cultural beliefs and values

% of responses	Count	Response
43.3%	13	5 of 5
23.3%	7	4 of 5
20.0%	6	3 of 5
10.0%	3	2 of 5
3.3%	1	1 of 5

Doctor's self-rating: **4 of 5**

9. Involving my family / whānau in my care where appropriate

% of responses	Count	Response
24.1%	7	5 of 5
44.8%	13	4 of 5
20.7%	6	3 of 5
3.4%	1	2 of 5
6.9%	2	1 of 5
3.3%	1	N/A

Doctor's self-rating: **3 of 5**

10. Making sure I understood everything before I left

% of responses	Count	Response
21.4%	6	5 of 5
32.1%	9	4 of 5
32.1%	9	3 of 5
10.7%	3	2 of 5
3.6%	1	1 of 5
6.7%	2	N/A

Doctor's self-rating: **4 of 5**

Open comments

11. Please add any other comments you would like to make about this doctor.

You might like to consider: What did this doctor do particularly well? Is there anything they could do differently or better?

Your comments will be passed to the doctor without any identifying details.

- Very respectful of our whānau being part of the appointment.
- Lovely manner, but the appointment felt quite rushed and I left with questions.
- Sometimes a little abrupt when busy, but always thorough and safe.
- Brilliant, caring doctor. We are lucky to have her at the practice.
- Very patient with all my questions about my diabetes plan.
- She explained my test results in plain language which I really appreciated.
- She took my concerns seriously and referred me straight away. Very grateful.
- Very thorough. She picked up something two other doctors had missed.
- Kind and professional, though I did have to ask twice for a repeat prescription to be sorted.
- Dr Simpson was wonderful with me, very gentle and reassuring.
- She remembered my previous visits without reading the screen the whole time. Felt personal.
- I would have liked more discussion of alternatives before starting the new

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(continued)

medication.

Great with my elderly mother, spoke directly to her rather than over her.

Good visit overall. Reception wait was long but that's not the doctor's fault.

Explained everything step by step and checked I understood before I left.

Brilliant, caring doctor. We are lucky to have her at the practice.

Very patient with all my questions about my diabetes plan.

She explained my test results in plain language which I really appreciated.

Excellent doctor. Always follows up and never makes you feel like a bother.

She took my concerns seriously and referred me straight away. Very grateful.

Very thorough. She picked up something two other doctors had missed.

Doctor's self-rating: **I feel I build good rapport with patients and take the time to listen properly, particularly with older patients and those with complex needs. I could be better at running to time when clinic is busy, and I would like to be more consistent about checking understanding before patients leave – especially involving family and whānau where it would help.**

About you

12. What is your gender?

% of responses	Count	Response
50.0%	15	Woman / Wahine
43.3%	13	Man / Tāne
6.7%	2	Prefer not to say

13. What is your age?

% of responses	Count	Response
43.3%	13	41-60
23.3%	7	21-40
16.7%	5	15-20
16.7%	5	61 or over

14. Which of the following best describes your ethnicity? (Tick all that apply)

% of responses	Count	Response
40.0%	12	NZ European / Pākehā
20.0%	6	Asian
13.3%	4	Pacific
13.3%	4	Prefer not to say
10.0%	3	Māori
10.0%	3	Another ethnicity
6.7%	2	Other European

Aggregated Results: Patient Questionnaire

Scores below show the mean of all colleague ratings on each scale question, alongside the doctor's own self-assessment for reference.

	Self-assessment	Mean score	Percentage
Being polite and respectful toward me	4	4.03	80.7
Making me feel at ease	4	4.10	82.0
Listening carefully to what I said	4	4.00	80.0
Assessing my medical condition thoroughly	3	4.17	83.4
Explaining my condition and treatment clearly	4	3.76	75.2
Involving me in decisions about my treatment	3	4.04	80.7
Providing or arranging treatment for me	4	4.20	84.0
Respecting my cultural beliefs and values	4	3.93	78.7
Involving my family / whānau in my care where appropriate	3	3.76	75.2
Making sure I understood everything before I left	4	3.57	71.4

Notes

- Mean score: average of all numeric ratings on this question. N/A responses are excluded.
- Percentage: mean expressed as a proportion of the scale's maximum value (100% = every respondent gave the top rating).

- Self-assessment: the doctor's own rating on the same scale, for comparison.