Bp Premier
SUMMIT 2025

Please take a seat,
your session starts soon.

Acknowledgement of Country

Best Practice Software acknowledges the Traditional Custodians of Country throughout Australia and recognise their unique cultural and spiritual relationships to the land, waters, and seas and their rich contribution to society. We pay our respects to ancestors and Elders, past, present, and emerging.

Best Practice Software respects Māori as the tangata whenua and Treaty of Waitangi partners in Aotearoa New Zealand.

Right: Ginmine design from corner, radiating outwards.
Designed for the Bp Bundaberg Operations Hub Mural Project, 2021

Artist: Nicole Wone

Addresses themes of: Evolution – Adaptation of Universe and traditional Indigenous beliefs across the globe.

Beginning of time, darkness. Movement in the cosmos. Rainbow Serpent – Creation being. Ancestral lineage without our DNA

The 7th Australian Healthcare Index Insights into Patient Feedback

Dan Stinton

Dan Stinton joined Healthengine as CEO and Managing Director in August 2023 with a mission to improve access to Australian healthcare. He has more than 20 years of experience working in startups, media and technology and has held executive and digital transformation roles at Yahoo, Seven West Media and The Guardian. He previously co-founded and was Managing Director of the wholesale beverage marketplace, eBev. Dan is also an active tech startup investor and advisor across a range of industries, including healthtech, business productivity and online marketplaces.

Dan has completed a Masters of Business Administration from the University of Western Australia, a Bachelor of Arts from Curtin University, and is also a graduate of the Australian Institute of Company Directors.
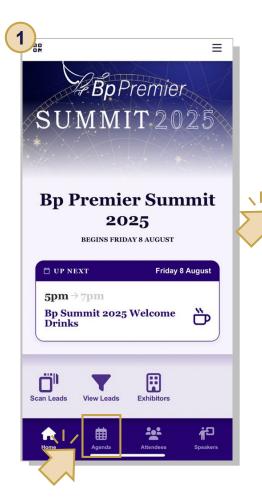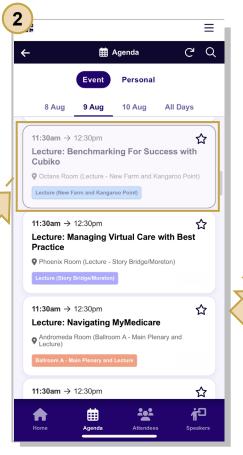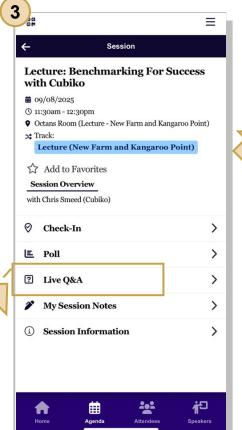
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Ask any questions using The Event App
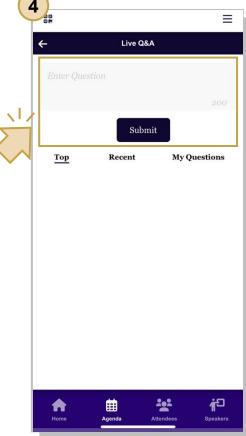
Download the app By scanning the QR code

1. Bp Premier Summit 2025 — BEGINS FRIDAY 8 AUGUST

UP NEXT — Friday 8 August
5pm → 7pm
Bp Summit 2025 Welcome Drinks

Scan Leads · View Leads · Exhibitors
Home · Agenda · Attendees · Speakers

2. Agenda
Event · Personal
8 Aug · 9 Aug · 10 Aug · All Days

11:30am → 12:30pm
Lecture: Benchmarking For Success with Cubiko
Octans Room (Lecture - New Farm and Kangaroo Point)
Lecture (New Farm and Kangaroo Point)

11:30am → 12:30pm
Lecture: Managing Virtual Care with Best Practice
Phoenix Room (Lecture - Story Bridge/Moreton)
Lecture (Story Bridge/Moreton)

11:30am → 12:30pm
Lecture: Navigating MyMedicare
Andromeda Room (Ballroom A - Main Plenary and Lecture)
Ballroom A - Main Plenary and Lecture

11:30am → 12:30pm

Home · Agenda · Attendees · Speakers

3. Session
Lecture: Benchmarking For Success with Cubiko
09/08/2025
11:30am - 12:30pm
Octans Room (Lecture - New Farm and Kangaroo Point)
Track:
Lecture (New Farm and Kangaroo Point)
Add to Favorites
Session Overview
with Chris Smeed (Cubiko)

Check-In
Poll
Live Q&A
My Session Notes
Session Information

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4. Live Q&A
Enter Question
200
Submit
Top · Recent · My Questions

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The EVENTAPP

healthengine

Australia's #1
provider healthcare platform

10k+ practices

3.2M+ monthly visits

Book an appointment?
Book now

Surry Hills Medical Practice Long....

6
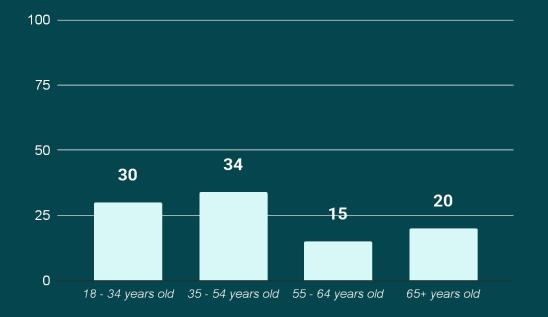
Population

8,286

Survey participants

Age breakdowns

Age breakdowns bar chart:
- 18 - 34 years old: 30
- 35 - 54 years old: 34
- 55 - 64 years old: 15
- 65+ years old: 20

Gender | **51%** Female | **49%** Male

7th Australian Healthcare Index report

Research by Patients Australia and Healthengine

Sample of 8,286 Australians, weighted to be representative of the Australian population

Adults only were surveyed, contributing to a lower representation of Healthcare Card holders.

Top 3 challenges for Australian healthcare

The top three challenges people would like government and the wider health industry to prioritise:

01 Increasing out of pocket costs to see a GP

02 Private health insurance costs

03 Emergency department wait times

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Australian Patients Association

Key Findings

Patients are delaying care due to rising costs

Many Australians are delaying GP visits, dental care, and prescriptions due to rising out-of-pocket costs.

Private health insurance satisfaction is poor

Private Health Insurance satisfaction remains low, with many viewing it as poor value.

Emergency department visits are often avoidable

Over half of ED visits did not lead to admission, with many patients preferring acute care from GPs.

Trust in GPs remains strong

GPs received a Net Promoter Score of 34, with patients praising quality of care and booking convenience.

Mental health access is uneven

Support is quick for some, but half of those in need have been waiting for more than 3 months.

Patients are open to using AI in healthcare

Three quarters of patients are comfortable with their doctor and reception staff using AI.

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![Bp Premier SUMMIT 2025]

General Practice
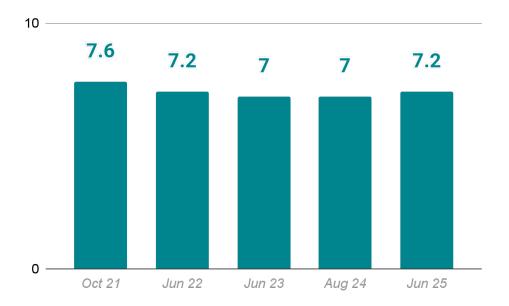
On a scale of 1-10, how likely are you to recommend your regular GP to a friend or colleague?

Net Promoter Score **34**

Previous reports scores

	100			
	50			
35	**35**	**34**	**34**
	0			
Jun 22	Jun 23	Aug 24	Jun 25

Top reasons for recommending

- **69%** Good quality of care

- **66%** Good medical advice

- **60%** Convenient ways to book appointments

Top reasons for not recommending

- **41%** Poor medical advice

- **38%** No bulk billing

- **36%** Increasing out-of-pocket costs

Telehealth

Have you had a telehealth appointment by phone or video in the past 6 months?

45%
Yes

55%
No

How satisfied were you with telehealth experience?

76%
Satisfied

12%
Dissatisfied

11%
Neutral

Why patients opted for telehealth

- **50%** Convenience
- **22%** Long wait for in-person GP
- **20%** Preferred not to leave home

Most common telehealth consultation types

- **39%** General consult
- **23%** Repeat prescription
- **9%** Specialist consult

Artificial Intelligence

Patient Sentiment on AI in Healthcare – July 2025 Survey

AI in healthcare

How comfortable would you feel using **AI** to save time on simple healthcare tasks like booking appointments?

76%
Comfortable

16%
Uncomfortable

8%
Neutral

Perception of AI's impact

- **60%** feel AI can improve the healthcare experience

- **18%** feel AI can't improve the healthcare experience

- **21%** neutral

Top concerns using AI in healthcare

- **60%** Privacy or data security

- **60%** Accuracy of information

- **46%** Lack of human empathy

New AI Receptionist

Meet Helen

The intelligent support for your practice, 24/7.

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How it works

Smart call handling

Patients hear a message with the option to press 1 to speak to Helen, your AI receptionist.

Secure patient matching

Helen verifies the caller's name, DOB, and mobile number to confirm their identity in your PMS.

Seamless booking and support

Helen manages patient bookings, cancellations, and reschedules, transferring to reception if needed.

Why Helen? ✦

PMS Integration

Books, reschedules, or cancels existing patient bookings directly in your PMS.

Safe and Secure

Patient and practice data is protected with secure system integrations.

FAQ Knowledge

Responds using your practice's booking, policies and website info.

Handles Multiple Calls

No patient wait times - manages multiple calls at once at any time of day.

Patient Privacy

Built to protect patient and practice information that is private by design.

Always Up-to-Date

Real-time sync with Healthengine keeps availability current.

Questions & Answers