



Patient Survey (PS) Guidance for Trainees

Patient Survey address issues, including behaviour of the doctor and effectiveness of the consultation, which are important to patients. It is intended to assess your performance in areas such as interpersonal skills, communication skills and professionalism by concentrating solely on your performance during one consultation.

Patients must be able to stay anonymous by returning forms to an administrator, such as a receptionist, **not** directly to you.

Results will need to be collated by an administrator or by your supervisor who can then give you feedback.

Instructions:

- Ask your supervisor if they will support you in taking part in a Patient Survey and if they will give you feedback on the outcome once they are given the collated results.
- You will also need the support of an administrator to give out and take back forms, and possibly collate the results.
- Agree with the supervisor a suitable period to run the patient survey, such as one or more clinics.
- Give the supervisor a copy of the Patient Survey Form and Cover Letter for their information.
- Print 30 copies of the Patient Survey Form and Cover Letter.
- Ask the appropriate administrator (e.g. nurse, member of reception staff, ward clerk) to support you in the process by giving out and gathering in forms, and explain the process to them.
- Each outpatient seen within the agreed period should be given a form and cover letter told who to return it to. It is preferable if these are given out by the same administrator who they are to be returned to.
- Your patients should be asked to return the completed questionnaire to the administrator before they leave the premises as this leads to higher return rates.
- Depending on what you have agreed, either the administrator or supervisor should collate the data.
- Arrange to meet your supervisor so that they can give you feedback on the outcome of the survey.