

## Patient Survey - Guidance for Trainees

The 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 completing the electronic Patient Survey form on the ePortfolio or by returning the paper Patient Survey form to an administrator, such as a receptionist or nurse who has agreed to receive them and not directly to you.

The feedback received via the electronic forms will be collated automatically on the ePortfolio. The feedback received via paper copies of the forms will need to be collated by your Educational Supervisor.

**A minimum of 20 completed forms are required for a valid patient survey and this may be a combination of electronic and paper forms.** Once the minimum number has been received your Educational Supervisor should release the summary of electronic forms and complete the Patient Survey Forum. You should have a meeting with your Educational Supervisor to receive structured feedback and agree any personal development actions that are required.

### Instructions for use of paper Patient Survey form:

- Give your educational supervisor a copy of the Patient Survey form and covering letter plus these guidance notes for their information.
- Agree with your supervisor how and when to run the patient survey e.g. in consecutive outpatient clinics.
- Clarify with your educational supervisor how they wish to receive the completed survey forms from the patients
- Print 30 copies of the Patient Survey form and covering letter. The minimum number of completed forms required for a valid patient survey is 20.
- Ask the most appropriate person (e.g. nurse, member of reception staff, ward clerk) to support you in the process. Leave a supply of survey forms with them and give them clear instructions on the following:
  - Who to give the forms to
  - The importance of receiving the forms back
  - Who they should send the completed forms to
- Each patient seen by you within the agreed period should be given a survey form and a cover letter and asked to complete it after they have seen you.
- Your patients should be informed who they should return the completed survey form to **before** they leave the premises.
- At the end of each clinic the completed survey forms should be sent back in a sealed envelope to the named consultant who has agreed to collate the results and provide structured feedback.

### Instructions for use of electronic Patient Survey form:

- Agree with your supervisor how and when to run the patient survey.
- Inform your educational supervisor that you will be sending electronic patient surveys via the ePortfolio to the patients to complete and all completed forms will be saved on the ePortfolio.
- **Before sending the electronic patient survey you must ensure that you have agreed with the patient that you can send them the form to their personal email address and it will only be used for this purpose only.**
- From the ticket request page on the ePortfolio, you can request the patient survey form to be completed by the patients.

### Follow up

- You should arrange to meet your supervisor for feedback on the patient survey once 20 or more responses have been received (this may be a combination of electronic and paper forms).
- Your supervisor should release the summarised electronic feedback and complete the Patient Survey summary of feedback form
- Any required action plan should be agreed during the feedback session and recorded on the Patient Survey summary of feedback form. Your personal development plan should be adjusted to include these actions.
- The educational supervisor should retain a copy of the original feedback. You do not need to upload the original patient forms onto the personal library of the ePortfolio.

March 2021