

Patient Survey - Guidance for Trainees

The Patient Survey addresses 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 or nurse who has agreed to receive them and **not** directly to you.

The results will need to be collated by your educational supervisor who should then give you structured feedback and agree any personal development actions that are required.

Please refer to the relevant [ARCP decision aid](#) to determine whether the patient survey is mandatory or recommended for your year of training.

Instructions:

- 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.
- You should arrange to meet your supervisor for feedback on the patient survey once 20 or more responses have been received.
- Your supervisor should summarise that feedback on the Patient Survey summary of feedback form on the ePortfolio. [There is a word file version of the summary of feedback form available for download from the JRCPTB website. If this is used it should be uploaded into the personal library of your ePortfolio or included in your training record folder if you are not using an ePortfolio]
- 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 e portfolio.

November 2017