



**Continuing
Professional
Development**
for Osteopaths

**OBJECTIVE
ACTIVITY**

Patient Feedback Analysis

Worked up example

Patient Feedback Analysis – worked up example

This is a completed example of an analysis of a patient feedback template.

Method

I gave out a questionnaire to every patient seen from 7 to 21 November 2015 and asked them to complete it and put it in the box by reception. I also emailed the questionnaire to patients and asked them to email to me or to post in the stamped addressed envelope enclosed.

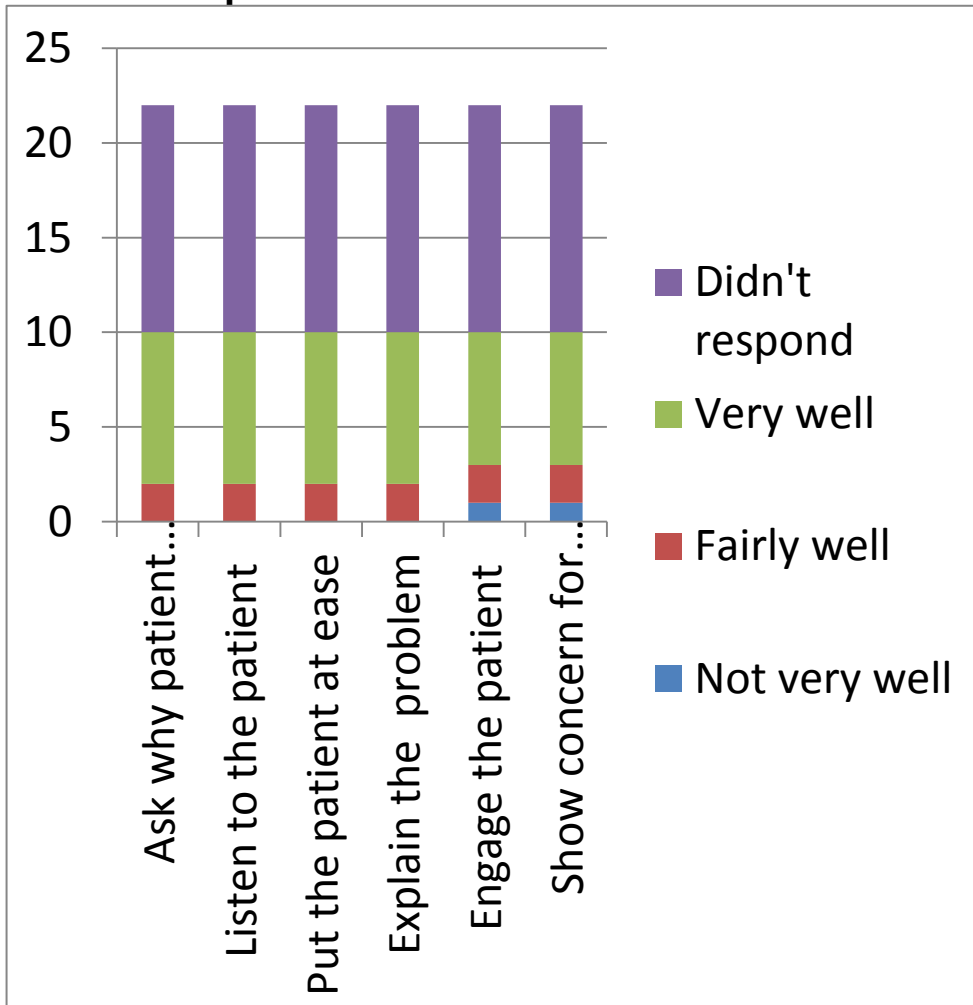
I decided to use consecutive patients so that I had a good balance of new and ongoing patients.

I gave out a total of 22 surveys to 22 patients who attended during this time. Three of the patients were children. I gave the questionnaire for the children to the parents.

I received 10 responses.

Results

Did the Osteopath



Note: We have used a very simple powerpoint slide to display these results visually.

Strengths

Areas of strength included:

- *How thoroughly I asked about why the patient had attended*
- *Listening to what the patient had to say.*
- *Putting the patient at ease during their physical assessment and examination.*
- *Explaining the patients problem.*
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Areas for Development

Areas for development included:

In two of the questionnaires for patients coming in on a Tuesday I noticed that scores were slightly lower for engaging the patient in consultation and demonstrating concern for your welfare'.

Action Plan and next steps

Action Plan

I realise that I am always keen to finish on time on Tuesday as I have to pick up my daughter from after school club. I have now ensured that I schedule the last appointment on Tuesday at an earlier time.

I recognise that my responses are not 'significant' of the population of patients that I see yet. However, I am interested to explore further patients to see if I can gather any other information about my practice that I wasn't previously aware of.

I am not an expert in statistics and I feel that I may benefit from learning more about how to analyse my patient feedback. I intend to explore this with some of my colleagues to see if they can recommend some useful CPD in this area for next year.

I intend to repeat the questionnaires early next year to see whether there have been any changes.

Meeting the **Osteopathic Practice Standards**

The patient questionnaires have helped me identify evidence that I appear to be meeting the requirements in Theme 1 – Communication and Patient Partnership.

A power point template is available to support the analysis of data for this template.