



**Continuing
Professional
Development**
for Osteopaths

**OBJECTIVE
ACTIVITY**

Patient Feedback Analysis using the CARE measure

Worked up example

CARE Measure analysis

Patient Feedback Analysis – worked up example

Instructions

This template can be used and adapted to help you to analyse the information received from the patient feedback questionnaires. A completed example is set out below.

Method

I work in a practice with four other osteopaths. We decided to use the CARE measure to seek feedback on our practice during September 2016.

We decided that we would give the questionnaire to all patients seeing from Monday 12 September 2016 to Sunday 25 September 2016.

We each had a stock of questionnaires and sealed envelopes to give to each patient.

The week before, we put our initials in all of the questionnaires so that we could attribute each questionnaire to each practitioner (but not patient). Sealed envelopes were given to patients to help to reassure them that their views were completely anonymous.

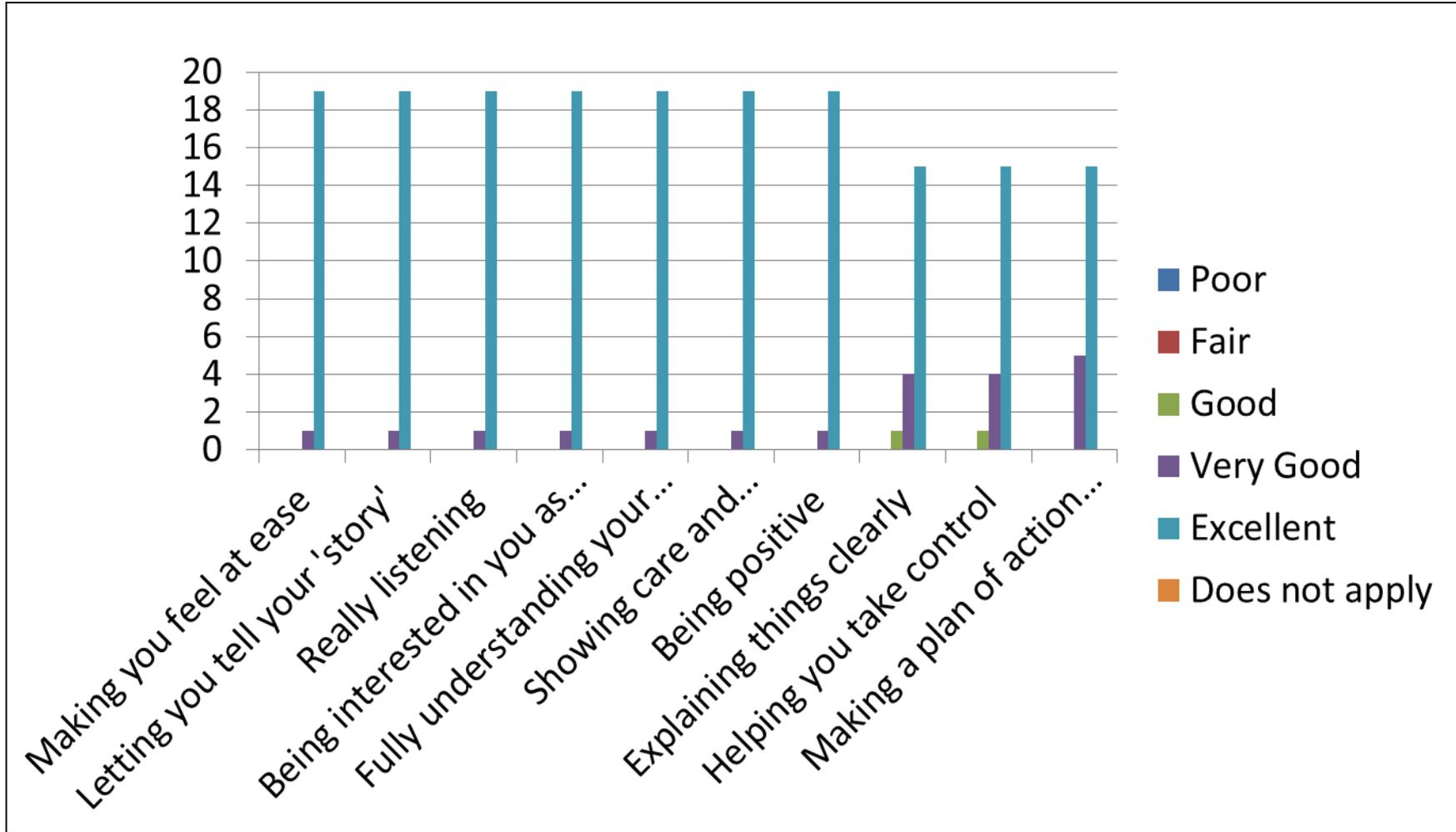
We also agreed a form of words that we would use to explain to patients what the questionnaire was for. We said 'As part of our commitment to providing a quality service it is really important for us to seek feedback about your experience with us.

Please would you consider completing this quick questionnaire and popping it in the box in reception before you leave? Our receptionist will open the box on Wednesday 28 September -all questionnaires are anonymous. Please do give us any feedback to help us to improve your experience even further!'

We each gave a questionnaire to every patient we saw. We kept a record of the number of questionnaires given out.

On Wednesday 28 September 2016, our receptionist collated all the responses into a power point slide for comparison and then gave us our individual results.

Results



Strengths

I can see that patients rate me very highly with 19 of 20 'excellent' ratings in the areas of:

- *Making you feel at ease*
- *Getting you to tell your 'story'*
- *Really listening*
- *Being interested in you as a whole person*
- *Fully understanding your concerns*
- *Showing care and compassion*
- *Being positive*

This is very reassuring and suggests that patients generally get a good experience in my practice. – Although I might like to test this again in due course to ensure that I do not get complacent!

Areas for Development

The areas of:

- *Explaining things clearly*
- *Helping you to take control*
- *Making a plan of action with you*

In these areas – although my ratings were still totally acceptable, they are slightly lower with 15 of 20 'excellent ratings, 4 very good ratings and 1 good rating.

This is interesting and I am not quite sure why this is. I am going to call my colleague, Jane Smith, who works in an osteopathic practice in Oxford. I went to College with Jane and we keep in touch about practice matters. Jane is going to be my peer discussion reviewer in due course because I feel comfortable discussing my practice with her.

Action Plan and next steps

I spoke to Jane about these areas and she wondered whether it would be helpful for me to be more explicit about a proposed treatment plan with the patient following examination and perhaps also at the end of the consultation I could also check the following questions with the patient:

- *How confident do you feel about what will happen next?*
- *What can I do to help you feel more confident?*

I'm a bit worried about these questions – but I'm willing to give it a go and to see how my patients respond. I then plan to discuss that with Jane next month.

OPS Theme	Points discussed	Actions to be taken / Learning points to record
Communication and patient partnership	<p><i>The discussion with Jane highlighted a focus on standards A1 to A5 of the Osteopathic Practice Standards. I re-read these standards and reflected on them following the discussion with Jane. It hadn't occurred to me before that patients may want to be more involved in their decision making. I suppose I thought that patients come to me as an expert and trust me to treat them in accordance with my expertise.</i></p>	<p><i>Ask additional questions in my consultation.</i></p> <ul style="list-style-type: none"> • <i>How confident do you feel about what will happen next?</i> • <i>What can I do to help you feel more confident?</i>
Knowledge, skills and performance		
Safety and quality in practice		
Professionalism		