



General
Osteopathic
Council

Continuing
Professional
Development

Workbook

Patient Feedback Workbook



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Introduction

This workbook has been prepared to support osteopaths in getting and analysing patient feedback within a group of supportive colleagues or by themselves.

You will find learning points throughout to help summarise the advice.

Why get patient feedback?

There is evidence to show that patient confidence (implying satisfaction) within osteopathy is very high (in the region of 95%). However, there is evidence that some areas are less likely to be rated as excellent by patients including:

- Explaining things clearly to the patient.
- Making a plan of action with the patient.
- Helping the patient to take control.
- Fully understanding the patient's concerns.

You can read more about these findings in the Public Perceptions Study we commissioned that was carried out by YouGov in 2018: osteopathy.org.uk/public-perceptions-study

There is also some evidence to show that patient experience is correlated with patient outcomes. For example, the systematic review from Doyle C et al found that, 'The data presented display that patient experience is positively associated with clinical effectiveness and patient safety and support the case for the inclusion of patient experience as one of the central pillars of quality in healthcare'.

Patients say that the knowledge and competence of the osteopath is very important. Trust is also important to them in a healthcare environment.

Here are a couple of examples of the types of comments we have heard from patients:

'Trust ... it's hard to sum up, it's a feeling, it's the whole package that when you go to see them you think "do I want to go back and see this person again?"'

'... you might go into a practice and see one osteopath and think "yeah, I'm happy with this person" and another time you'll get put to another one and you'll think "no, I don't like you, I don't feel comfortable".'

You can read the full report by Community Research on public and patient perceptions of osteopaths where we heard these comments by patients at: osteopathy.org.uk/public-and-patient-perceptions

Patients contributing to the development of the new CPD scheme also felt that it was important to be given the opportunity to feed back to their osteopath about their experience.

Patient feedback can be a useful mechanism to gain good feedback about your practice as well as a way of meeting many of the requirements of the CPD scheme.

If you decide that patient feedback is for you, the remainder of this workbook will help you to carry out a Patient feedback exercise and to record it using a simple patient feedback analysis template. The template can be found at the end of the workbook, see page 31 for further information.

The features

of the CPD scheme



Range of practice: the four Osteopathic Practice Standards themes and breadth of practice.

You should do CPD activities in all four themes of the Osteopathic Practice Standards:

- A.** Communication and patient partnership
- B.** Knowledge, skills and performance
- C.** Safety and quality in practice
- D.** Professionalism

Your CPD should also cover the breadth of your professional practice, which may include the clinical, education, research or management aspects of your roles.

Objective activity

Your CPD needs to include at least one objective activity that informs your practice and your CPD. An objective activity is where you seek external objective feedback about your practice and then analyse and reflect on this to show how it has informed your practice or CPD. This activity might include: case-based discussion, patient feedback, peer observation, clinical audit or a peer observation. See page 34 for further information. This workbook gives guidance on carrying out patient feedback.

Communication and consent

You need to do at least one CPD activity in the area of communication and consent. This should include reviewing the relevant guidance in the Osteopathic Practice Standards and showing how this has informed your learning and how it has been applied in practice. Doing an activity in the area of communication and consent will help you to demonstrate how your CPD benefits patients. Carrying out patient feedback can cover communication and consent because reflecting on how you communicate with patients in response to their feedback is a core part of the patient feedback analysis and process.

Keeping CPD records

You need to keep a record of your CPD that shows you have completed a three-year cycle of a minimum of 90 hours. This must include a minimum of 45 hours of 'learning with others' and include all the required elements of the scheme.

Peer Discussion Review

You need to complete a structured conversation towards the end of your three-year cycle with an osteopath or other health professional to confirm that you have completed all the scheme's elements.

What is CPD?

The definition of continuing professional development (CPD) is very broad and can include any activity that maintains, enhances and develops osteopathic professional practice.

CPD can include any learning undertaken by an osteopath, for example:

- discussion of CPD and practice with a colleague
- courses, seminars or practical sessions
- e-learning
- reading, research or individual study
- Peer Discussion Review
- mentoring
- any other activities that can advance practice.

Doing CPD is an ongoing aspect of professional practice (see What is professional practice? on page 8. **The Osteopathic Practice Standards**

Theme B: Knowledge, skills and performance

B3: You must keep your professional knowledge and skills up to date.

To achieve this, osteopaths must be professionally engaged, undertaking professional development activities and keeping up to date with factors relevant to ongoing practice, including in relation to the wider healthcare environment.

For CPD to count as 'learning with others', it must also involve interaction with others to inform your learning – which means you will be both giving and receiving information. This can be carried out with osteopaths, other healthcare practitioners or other professionals.

You should reflect on the CPD you do, and you must keep a record of it.

What is professional practice?

Professional practice can include clinical work (including safeguarding), education, research or management responsibilities. Over the course of a CPD cycle, CPD should reflect the breadth of an individual's practice. For example, an osteopath who only undertakes clinical work and holds no management or teaching responsibilities might confine all their CPD to clinical work. However, an osteopath who undertakes one day a week in education, should undertake an appropriate portion of their CPD in the area of education or teaching practice. Osteopaths with research or management responsibilities should be able to demonstrate balanced CPD in these areas.

Learning points:

- The definition of CPD is very broad and includes any learning or activities that advance practice.
- Professional practice can include clinical work, education, research or management responsibilities.
- CPD should be reflected on and recorded.

What is patient feedback?

Patient feedback is about obtaining feedback from patients (using questionnaires or other methods) about aspects of your practice in areas that you choose.

Patient feedback can help you to meet many of the elements of the CPD scheme. For example:

- It is an example of ‘an objective activity’. It enables you to reflect on what you do (with colleagues if you choose) and to consider how you might enhance your CPD and practice as a result.
- It can meet the communication and consent requirements of the CPD scheme because reflecting on how you communicate with patients in response to their feedback is a core part of the patient feedback analysis and process.
- Reflecting and recording on feedback from patients is likely to cover more than one theme of the Osteopathic Practice Standards (OPS) which are available at standards.osteopathy.org.uk.

The table below provides a summary of the areas that might be covered.

OPS theme	Areas include	Relevant CPD activities may cover:
A Communication and patient partnership	Listening, respecting patient’s concerns and preferences, dignity and modesty, effective communication, providing information, consent, patient partnership.	<ul style="list-style-type: none"> • communicating with patients – different questions and approaches to identify patient ideas, concerns and expectations • exploring non-verbal communication mechanisms • ways of communicating benefits and risks of treatment options to particular patients • ways of supporting patients to make decisions about treatment.
B Knowledge, skills and performance	Having sufficient knowledge and skills, working within training and competence, keeping up to date, analysing and reflecting on information to enhance patient care.	<ul style="list-style-type: none"> • reflection on current knowledge and skills and learning new knowledge and skills including techniques (for patient feedback, any reflection on the results of the feedback, for example, re-reading aspects of the OPS, reading around communication and consent will cover this theme.) • analysing feedback about your practice and implementing improvements.

OPS theme	Areas include	Relevant CPD activities may cover:
<p>C Safety and quality in practice</p>	<p>Case history taking and record keeping, patient evaluation, management, safeguarding, wider role in enhancing patients' health and well being.</p>	<ul style="list-style-type: none"> • case history taking and developing a clear narrative for treatment options • learning knowledge and skills about vulnerable patients, including safeguarding or how to report female genital mutilation • signposting patients to resources about diet, exercise, and smoking cessation
<p>D Professionalism</p>	<p>Ethics, integrity, honesty, duty of candour, confidentiality, working with others, complying with regulatory requirements.</p>	<ul style="list-style-type: none"> • health and safety issues • enhancing your understanding of the contributions of other healthcare professionals to patient care • establishing clear boundaries with patients (through self-reflection, case studies or group discussions) • data analysis and report writing • equality and diversity issues • confidentiality and data protection (eg GDPR) • keeping up to date with legal requirements on advertising your practice • supporting colleagues to enhance patient care (eg mentoring activities).

Learning points:

Patient feedback, analysis and reflection can cover:

- the communication and consent requirement of the CPD scheme
- the objective activity requirement of the CPD scheme
- most, if not all, of the four themes of the Osteopathic Practice Standards.

Getting started

with patient feedback

Deciding on your aims

How can patient feedback inform my practice, what do I want to achieve?

As with all feedback, consider what's important for you to know about your practice? For example, are you interested in exploring:

- Patient outcomes – how does my treatment contribute to patients' improved health outcomes – in their words?
- Patient experience – what are my patients' experiences of my practice and treatment, from the moment they contact my practice for the first time to the moment they are discharged from my care? This is often a more objective measure, for example, how quickly was I able to offer you an appointment? It is possible to have a positive patient experience, but a negative outcome with regard to the patient's health (and vice versa).
- Patient satisfaction – how satisfied is the patient with my care? This is often a more subjective measure.

For further information on this, please see The Health Foundation, Measuring patient experience, 2013 available at: [health.org.uk/publications/measuring-patient-experience](https://www.health.org.uk/publications/measuring-patient-experience)

Osteopaths have told us they are interested to explore:

- Patient experiences of getting an appointment from first point of contact.
- How often patients had to wait for their appointment because the osteopath was running late with a previous patient.
- Patient experiences of following up an appointment – did they know how to contact the osteopath if there were any questions, do they prefer follow-up contact by phone, by email, by email, or text?
- Patient outcomes – some osteopaths decided to use the Patient Reported Outcomes Measures (PROMs) questionnaires developed by the National Council for Osteopathic Research (NCOR) as a way of getting independent and objective feedback without having to analyse it themselves. This also provides an opportunity for osteopaths to contribute to the collective evidence base for osteopathy. Further information is available at: [ncor.org.uk/practitioners/patient-reported-outcomes](https://www.ncor.org.uk/practitioners/patient-reported-outcomes)
- Patient experience/satisfaction – understanding what is important to the patient by exploring their values, for example, whether they felt listened to, or part of the decision-making process.



Think about what area of patient feedback you are interested in exploring to help you complete the Aims section of the Patient feedback analysis template at the end of this workbook.

Learning point:

- Patient feedback can be used to explore an area of your practice that is important to you.

Choosing a method

Having decided what area of practice you are interested in gathering feedback on, the next step is to consider the best method of collecting that feedback.

Involving others

Are there other people involved in your practice – either principals, associates, patients, other health professionals, or receptionists who may be interested in getting involved in collection of your patient feedback? It is good practice to involve these people at an early stage to broaden your perspective, but also to help them feel involved. A collaborative environment could contribute to gathering more meaningful feedback.

Learning point:

- Involving others (health professionals and patients) in the development of your patient feedback can contribute to gathering more meaningful feedback.

You could choose:

Online patient questionnaires

You could choose either a questionnaire that you design yourself or a ready-made-template. Recent YouGov research found that 75% of patients prefer to leave feedback this way (see: osteopathy.org.uk/public-perceptions-study). Some examples are provided at the end of this workbook.

Advantages include:

- unprompted feedback from a large number of people
- an indication of what respondents feel most passionate about
- a range of ratings and the ability to compare and correlate ratings.

Disadvantages include:

- only certain people may be able to or want to comment online
- can be more prone to negative feedback
- simplistic ratings may not be sufficient to identify the real issues and may be limited to particular matters.

Printed patient questionnaires

You could choose either one that you design yourself or a ready-made template. Some examples are provided at the end of this workbook. Have a look at the example template questionnaire, or you might prefer to design your own questionnaire.

Advantages include:

- easy to analyse
- tools in place already
- can be anonymous (depends on information provided)
- people can feel more comfortable/honest if not speaking to a clinician
- inexpensive
- higher numbers of feedback
- multiple methods of administration (people can take away, send back by post or complete them before leaving and posting in a secure box).

Disadvantages include:

- surface perspective not in-depth
- may not cover sensitive issues well
- non-response or selection bias
- can exclude carers
- can exclude particular people
- closed questions may be more likely to get positive feedback rather than meaningful feedback.

Patient focus groups

A group of volunteer patients meet to share their experience of your practice. This could focus on specific areas that you are interested in. Focus groups are often facilitated by an independent person.

Advantages include:

- in-depth information
- putting a human face to issues
- helping to focus on what's most important to patients and carers
- providing an immediate opportunity to resolve issues.

Disadvantages include:

- selection bias (only particular people will be available and willing to speak with you)
- potential difficulties in generalising the findings to your whole patient population
- it might be better to have a focus group facilitated by someone independently, so this will take extra organisation and will potentially incur a cost.

Recording feedback received verbally from a patient

This means recording specific feedback received during a patient consultation and then recording and reflecting on it for the purposes of CPD.

Advantages include:

- immediate feedback
- the ability to resolve any issues.

Disadvantages include:

- the inability of the patient to feel that they can raise issues if they feel it may compromise their treatment or the therapeutic relationship
- sometimes, feedback given a couple of days later can be more reflective and insightful.

For further information please see The Health Foundation, Measuring patient experience, 2013 available at: [health.org.uk/publications/measuring-patient-experience](https://www.health.org.uk/publications/measuring-patient-experience)

To improve the quality of the feedback so that it is more useful to you, you might want to consider:

- making the feedback anonymous (perhaps through an online questionnaire, or a self-addressed envelope, or a post box in reception)
- thinking about ways to improve your response rates. For example, by making it clear to patients that you are doing this because you genuinely want to hear what they think so you can make their experience even better. Osteopaths have told us that when they say: 'I have to get feedback as part of my continuing professional development because I am regulated...' that patients are very supportive, but tend not to give any feedback that is genuinely helpful and that will allow you to make any positive changes.



Think about the following to help you complete the first part of the Method section of the Patient feedback analysis template at the end of this workbook.

- What method is best for you, your patients and your context to collect patient feedback, and why?
- How will you know this? It might be helpful to discuss with patients, or people that you work with.
- If you choose a questionnaire, will you design it yourself or use one that has already been developed?

Learning points:

- There are a range of ways to gather patient feedback.
- You can choose the one that works best to achieve your aims, and which fits best in the context of your practice.

Designing your questions

How do I pick the right questions to ask patients?

Consider the actual questions that you are going to ask. Again, involving others, associates, principals, other health professionals and patients is a good opportunity to develop questions which meet the aims of the project. Different people will interpret questions in different ways, so seeking the views of others can help to make sure that the wording you choose will help get you the information you are looking for.

The following areas of practice might help you to think about the types of questions you could ask. You could think about particular aspects of interactions or the organisational aspects of care.

Aspects of interactions:

- patient-professional relationship
- professional care
- information and advice
- communication skills
- trust.

The organisational aspects of care, for example, accessibility, facilities or waiting time. Or you might want to look at overarching assessments such as the success of the outcome, general satisfaction, the willingness of the patient to recommend your services to their friends or relatives.

For further information please see The Health Foundation, Measuring patient experience, 2013 available at: health.org.uk/publications/measuringpatient-experience

Have a look at the example template questionnaires at the end of this workbook and consider which one best suits your purposes, or consider whether you might like to design your own questionnaire.

If you are interested in exploring Patient Reported Outcome Measures (PROMs) specifically, we recommend that you contact the national PROMs project run by the National Council for Osteopathic Research.

Further information is available at: ncor.org.uk/practitioners/patientreported-outcomes/



Think about how you have selected or designed the questions to help you complete the Method section of the Patient feedback analysis template at the end of this workbook.

Thinking about your sample

This will partly depend on your particular aims and what you would like to find out from your patients. You could:

- Embed a link to an online questionnaire on your website, which would be available to all patients for a specified period of time. You could promote it via social media if you use those channels. This might be appropriate if you want general feedback about experiences or outcomes from a wide variety of patients, although this mechanism might exclude patients who are not IT literate.
- Give every patient that you see within a particular two-week window a questionnaire to post back to you. This should allow for a good cross-section of your patient population.
- Only select new patients – this might be appropriate if you are interested in exploring the information that they receive before treatment for example.
- Advertise for patients interested in participating in a focus group. The time of day, location, whether or not expenses are paid might affect the types of patients who are able and willing to participate.

Things to consider when choosing your sample of patients

Remember this is not a research project, therefore there are no specified minimum numbers. However, you might like to think about how many patients will give you a good cross-section analysis of your practice. It might be 50, 25, or a week's worth of patients. Think about the Equality Act – how can you make sure that you're including as wide a range of patients as possible?



Think about how and why you have selected the patients to provide feedback, to help you complete the second part of the Method section of the Patient feedback analysis template at the end of this workbook.

Think about whether you have chosen new patients, new and returning patients, a consecutive sample over a period of time or any other relevant considerations and why.

Learning point:

- This is not a research project. But try to choose a sample of patients that give you a good cross-section of your practice so that the feedback is meaningful and can inform your aims and your practice.

Explaining your feedback aims to your patients

Now that you have almost finalised your patient feedback form, it is important to provide information to your patients so that they understand why you are collecting feedback, how it will be used and any implications for them. Your patient participation form should include the following information:

- why you are collecting feedback
- whether patient views are anonymous and confidential
- how the feedback will be used and reported
- what the outcome of the patient feedback will be
- who patients should contact if they have any concerns or worries
- information about data protection (including compliance with the GDPR)
- participation is voluntary.

Data protection

Personal data is data which relates to a living individual who can be identified:

- (a) from the data, or
- (b) from the data and other information which is in the possession of, or is likely to come into the possession of, the data controller.

This includes any expression of opinion about the individual, any indication of the intentions of the data controller or any other person in respect of the individual. It is important to have and publish a privacy note, which explains:

- What personal data you are holding eg names, addresses, email addresses etc.
- How you are using it, how you will store it, and how and when you will destroy it.

Data is not classified as personal data provided that patients cannot be identified from it. But these cases are not common and even in these cases, it is good practice that your patient participation information should explain how you are using the data they provide, how it will be reported and how long it will be kept. An example Patient participation information form is included at the end of this workbook. You can adapt this to fit your particular context.

For further information about data protection, please see the Information Commissioner's website at: <https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr>

Learning point:

- It is important to provide a Patient participation information sheet so that patients know what you are doing and why.

Collecting your patient feedback

You will now be in a position to start gathering feedback, and to get a reasonable response rate from your patients.

Do you work in a practice with other osteopaths or receptionists? How will they be involved in collecting your patient feedback? What information do they need from you and what do you need from them in order to make this a successful exercise?

For example, will you put a poster on the wall in reception to encourage patients to give you feedback? Will there be a sealed box to collect patient feedback forms, or do you need to design an electronic survey?

Regularly reflect through this period and consider how you might improve your response rate if you find you are getting fewer responses than you had hoped.



During the collection period, think about whether your response rate is what you expected. If not think about how you might improve it. This will help you complete the Method section of the Patient feedback analysis template at the end of this workbook.

Learning point:

- Make sure you and any colleagues are fully prepared before making your questionnaire available will help make sure it's a successful exercise.

Thinking about your results

Once you have collected your patient feedback you will need to analyse it to decide what it's showing you, identifying strengths and any areas for development.

When receiving feedback:

- assume it's constructive
- accept it positively
- don't be defensive.

This is an example of a completed patient feedback analysis template, you can find a blank version at the end of the workbook.

Section	What this means	An example
Aim	Why have you collected feedback about your practice?	To find out what my patients think about my practice and how I can improve.
Method	How did your method answer your aims, how representative was your sample?	I see around 100 new and existing patients per month. I see a variety of new and existing patients ranging from 18 to 80 each week so I decided to give out my patient questionnaire to all patients.
Results	See grid.	
Areas of strength	What do the results suggest are your strongest areas of practice?	Strengths include: 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 patient's problem.
Areas for development	What is less strong?	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'.
Conclusions, action plan and next steps	What next? What can you do to build on the strengths and to enhance the areas of development?	Pleased that areas of strength are shown. I may redo the patient feedback in a year or so to make sure that feedback is consistent. I have reorganised appointments on Tuesdays, so I am less rushed.

The aim of the analysis is to total up your responses to each question, allowing you to identify strengths and areas that can be improved even further to help inform a future action plan.

Here is a simple example of a spreadsheet used for analysing patient feedback. Spreadsheets allow you to display the results in an automated graph allowing for a simpler analysis.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N																																			
1		Didn't respond	Very well	Fairly well	Not very well																																												
2	Ask why the patient attended	5	9	4	2		<table border="1"> <caption>Bar Chart Data</caption> <thead> <tr> <th>Question</th> <th>Didn't respond</th> <th>Very well</th> <th>Fairly well</th> <th>Not very well</th> </tr> </thead> <tbody> <tr> <td>Ask why the patient attended</td> <td>5</td> <td>9</td> <td>4</td> <td>2</td> </tr> <tr> <td>Listen to the patient</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Put the patient at ease</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Explain the problem</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Engage the patient</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Show concern for the patient</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table>								Question	Didn't respond	Very well	Fairly well	Not very well	Ask why the patient attended	5	9	4	2	Listen to the patient	0	0	0	0	Put the patient at ease	0	0	0	0	Explain the problem	0	0	0	0	Engage the patient	0	0	0	0	Show concern for the patient	0	0	0	0
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Show concern for the patient	0	0	0	0																																													
3	Listen to the patient	0	0	0	0																																												
4	Put the patient at ease	0	0	0	0																																												
5	Explain the problem	0	0	0	0																																												
6	Engage the patient	0	0	0	0																																												
7	Show concern for the patient	0	0	0	0																																												
8																																																	
9	Instructions																																																
10		1 Complete the responses on the patient forms. So for example, in relation to question 1 – Ask why the patient attended. Perhaps 20 questionnaires were given out. You got 15 back and you might enter the data as follows in relation to question 1:																																															
11		Didn't respond – 5																																															
12		Very well – 9																																															
13		Fairly well – 4																																															
14		Not very well – 2																																															
15		2 Copy and paste the chart into the word template attached in the results section.																																															
16		3 Call Fiona on 020 7357 6655 x235 if you want to talk through how to use the template.																																															
17																																																	

There are two spreadsheets available to support a very simple analysis of the Patient feedback templates. These templates are available at: cpd.osteopathy.org.uk/resources/patient-feedback-workbook

Alternatively, you might prefer tallying the results as illustrated in the following example simply by using pen and paper.

Using paper to display results

Question – scoring very well	Tally results	Frequency	Analysis
Ask why the patient attended		8	Ok
Listen to the patient		10	Strength
Put the patient at ease		8	Ok
Explain the problem		10	Strength
Engage patient		8	Ok
Show concern for the patient		4	Area for development

If you have decided to collect some free text comments, consider the following in relation to identifying strengths or areas of development:

- Are the comments one-off or do they appear more than once?
- How do you connect two comments using different language making the same point?
- Why not discuss the comments with someone else to gain a different perspective or to explore different insights into your results?



Think about your results: What were the areas of strength? Were there any areas where the results were less strong? This will help you to complete the Results section of the Patient feedback analysis template at the end of this workbook.

Learning point:

- The analysis of your results does not need to be complicated. Try to identify areas of strength and areas where your practice can be improved to inform a future action plan.

Linking to the four themes of the Osteopathic Practice Standards

The Osteopathic Practice Standards (OPS) are available at: standards.osteopathy.org.uk. Collecting patient feedback is likely to impact on more than one theme of the Osteopathic Practice Standards. The table below provides a summary of the areas covered by each theme of the Osteopathic Practice Standards (2018). All areas could be featured within a patient feedback exercise depending on the topics that you choose to explore.

OPS theme	Areas include	Relevant CPD activities may cover:
A Communication and patient partnership	Listening, respecting patient’s concerns and preferences, dignity and modesty, effective communication, providing information, consent, patient partnership	<ul style="list-style-type: none"> • Communicating with patients – different questions and approaches to identify patient ideas, concerns and expectations • Exploring non-verbal communication mechanisms • Ways of communicating benefits and risks of treatment options to particular patients • Ways of supporting patients to make decisions about treatment
B Knowledge, skills and performance standards	Having sufficient knowledge and skills, working within training and competence, keeping up to date, analysing and reflecting on information to enhance patient care	<ul style="list-style-type: none"> • Reflection on current knowledge and skills and gaining new knowledge and skills including techniques for patient feedback, any reflection on the results of the feedback, for example, re-reading aspects of the OPS, reading around communication and consent will cover this theme • Analysing feedback about your practice and implementing improvements
C Safety and quality in practice	Case history taking and record keeping, patient evaluation, management, safeguarding, wider role in enhancing patients’ health and wellbeing	<ul style="list-style-type: none"> • Taking a case history and developing a clear narrative for treatment options • Learning knowledge and skills about vulnerable patients, including safeguarding or how to report female genital mutilation • Signposting patients to resources about diet, exercise, and smoking cessation • Patient feedback: all of the above areas could feature as part of your patient feedback

OPS theme	Areas include	Relevant CPD activities may cover:
<p>D Professionalism</p>	<p>Ethics, integrity, honesty, duty of candour, confidentiality, working with others, complying with regulatory requirements.</p>	<ul style="list-style-type: none"> • Health and safety issues • Enhancing your understanding of the contributions of other healthcare professionals to patient care • Establishing clear boundaries with patients (through case studies or group discussions) • Data analysis and report writing • Equality and diversity issues • Confidentiality and data protection (eg GDPR) • Keeping up to date with legal requirements on advertising your practice • Supporting colleagues to enhance patient care (eg mentoring activities).

The guidance to Standard B1 (standards.osteopathy.org.uk/themes/knowledge-skills-and-performance) explains that you must have and be able to apply sufficient and appropriate knowledge and skills to support your work as an osteopath. It says that this knowledge should include ‘the ability to critically appraise your own osteopathic practice. For example, this could be achieved through: feedback from patients’.

Patient feedback can provide you with feedback on many aspects of your practice, as well as covering themes B Knowledge, skills and performance and D Professionalism. It is also likely to link to themes A Communication and patient partnership through thinking around how you communicate with the patient and seek consent, and theme C Safety and quality in practice, around how you gather and record information, and how you devise and implement a treatment plan.

Undertaking this type of activity is an excellent way of gaining support from colleagues, and developing a community of practice by comparing and sharing methods and results with each other. Although, if you prefer, patient feedback can also be carried out by yourself.

Learning point:

- Patient feedback could cover all four themes of the Osteopathic Practice Standards.

Conclusions, action plan and next steps

Now that you have identified your strengths to provide assurance about your practice, you can take the opportunity to celebrate what you do well and record this for sharing with your peer. You might also like to consider sharing your findings with your patients.

You might have identified some areas where you would like to improve your results even further. What actions might you take to change your practice and enhance your scores next time?

You could discuss the findings with a colleague, read the Osteopathic Practice Standards to confirm your approach or to explore how to do things differently, or you could look at the resources around communication and consent available on our website at cpd.osteopathy.org.uk. You will also find case studies demonstrating how osteopaths have responded to the findings in their patient feedback and enhanced practice even further.

If you decide to discuss your findings with a colleague, you might find the resources about giving and receiving constructive feedback at the end of this booklet helpful.



Think about what you might do next, what can you do to build on the strengths and to enhance the areas of development. What would you do differently next time? Will you repeat this patient feedback exercise? If so, when and why? Thinking about these questions will help you to complete the Conclusions, action plan and next steps section of the Patient feedback analysis template at the end of this workbook.

Learning points:

- Take time to celebrate your strengths.
- Consider what changes, if any, you might make to your practice to meet patient needs and expectations.
- Consider sharing your findings with a colleague to get their feedback and insight on your conclusions and next steps.

Further reading

This workbook aims to give an overview of patient feedback with specific reference to osteopathic practice. However, there are many publications about patient feedback which are worth looking at if you would like to do some further reading in this area. A small selection of publications are set out below.

- Doyle, C, Lennox L and Bell, D A systematic review of evidence on the links between patient experience and clinical safety and effectiveness, 2013 available at: <https://bmjopen.bmj.com/content/3/1/e001570>
- The Health Foundation, Measuring patient experience, 2013 available at: <https://www.health.org.uk/publications/measuringpatient-experience>
- NHS Institute of Innovation and Improvement, The Patient Experience Book, 2013, available at: <https://www.england.nhs.uk/improvement-hub/wp-content/uploads/sites/44/2017/11/Patient-Experience-Guidance-and-Support.pdf>
- Picker Institute, Using patient feedback, 2009 available at: <http://www.nhssurveys.org/Filestore/documents/QIFull.pdf>
- Yougov, General Osteopathic Council: Public Perceptions Study, 2018 available at: <https://www.osteopathy.org.uk/news-and-resources/document-library/research-and-surveys/public-perceptions-study/>

Templates

Care and relational empathy measure

You can find out about the Care and relational empathy (CARE) measure at: caremeasure.org/about.php

CARE Patient Feedback Measure for
 *** Type name of Practitioner here ***

Please write today's date here:
 / /
D D / M M / Y Y

Please rate the following statements about today's consultation.

Please mark the box like this with a ball point pen. If you change your mind just cross out your old response and make your new choice. Please answer every statement.

How good was the practitioner at...	Poor	Fair	Good	Very Good	Excellent	Does not apply
1) Making you feel at ease (introducing him/herself, explaining his/her position, being friendly and warm towards you, treating you with respect; not cold or abrupt)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2) Letting you tell your "story" (giving you time to fully describe your condition in your own words; not interrupting, rushing or diverting you)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3) Really listening (paying close attention to what you were saying; not looking at the notes or computer as you were talking)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4) Being interested in you as a whole person (asking/knowing relevant details about your life, your situation; not treating you as "just a number")	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5) Fully understanding your concerns (communicating that he/she had accurately understood your concerns and anxieties; not overlooking or dismissing anything)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6) Showing care and compassion (seeming genuinely concerned, connecting with you on a human level; not being indifferent or "detached")	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7) Being positive (having a positive approach and a positive attitude; being honest but not negative about your problems)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8) Explaining things clearly (fully answering your questions; explaining clearly, giving you adequate information; not being vague)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9) Helping you to take control (exploring with you what you can do to improve you health yourself; encouraging rather than "lecturing" you)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10) Making a plan of action with you (discussing the options, involving you in decisions as much as you want to be involved; not ignoring your views)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Comments: If you would like to add further comments on this consultation, please do so here.</p>						

Patient feedback

template

What is this Patient feedback template?

This template can help osteopaths to explore patients' views about their experience of the osteopath.

You can adapt this to make sure the information fits your specific circumstances and the information you want to discover. Please check that the following sections all reflect the correct information:

- About this questionnaire
- Questions 1 to 9
- Next steps

Patient feedback template

Name of osteopath:

Date of appointment:

About this questionnaire:

It is important to us to ensure that we continually review and enhance the experience that patients have with us. Please tell us about your honest experience with your osteopath.

The information that you provide will be anonymous (you will not be identified) and will be used to enhance practice.

The responses may be shared with my peer (another health professional) or others to help me to reflect upon and improve my practice. We will retain data from these questionnaires for up to six years.

Questions

1. How thoroughly did the osteopath ask you about why you had attended?

Not very well	Fairly well	Very well
---------------	-------------	-----------

2. Did you feel the osteopath listened to what you had to say?

Not very well	Fairly well	Very well
---------------	-------------	-----------

3. How well did the osteopath put you at ease during your physical assessment and examination?

Not very well	Fairly well	Very well
---------------	-------------	-----------

4. How well did the osteopath explain your problem to you?

Not very well	Fairly well	Very well
---------------	-------------	-----------

5. How well did the osteopath engage you in your consultation?

Not very well	Fairly well	Very well
---------------	-------------	-----------

6. Did you feel the osteopath demonstrated concern for your welfare?

Not very well	Fairly well	Very well
---------------	-------------	-----------

7. What did you like about your osteopathy appointment?

8. What could have made your osteopathy appointment even better?

9. Do you have any other comments?

Next steps

Returning the questionnaire: Please return this questionnaire to the feedback box in reception. (This feedback box is emptied weekly.) [Adapt as appropriate]

Further information: If you have any questions about completing this form, please contact: Name, address, contact details [please add your details]

Example

Patient participation information form

[Please adapt this for your own purposes]

I am collecting feedback from patients to help me to provide even better care for my patients. Your feedback can help me to provide better care for patients.

This anonymous questionnaire asks about your experience of my practice – both areas that are going well and areas where I can improve.

Any views that you provide are entirely voluntary and anonymous and you can withdraw from the survey at any time.

Your response to the survey will be taken as consent to participate. The survey will take about 5 minutes to complete.

The results of the survey will only ever be published in forms that cannot identify you as an individual. The collective results may be shared with my peer or others in order to help me discuss my practice and continuing professional development.

Further information:

If you have any questions about your participation, please contact:

Name, address, contact details [please add your details]

Data protection

All data collected in this survey will be held securely and will be destroyed as soon as it is no longer required for analytical purposes and after no more than six years.

Patient feedback

Analysis template

Aims

Method

Results

Areas of strength

Areas for development

Conclusions, action plan and next steps

Patient feedback analysis template – completed example

Aims

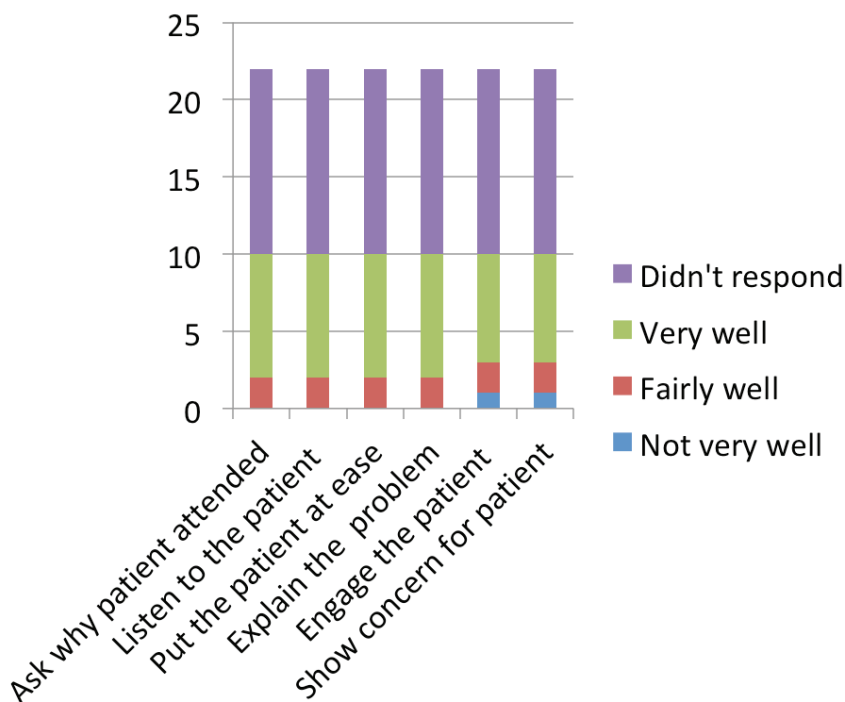
I am interested to understand how patients feel about their treatment and their experience of treatment with me. I have never provided my patients with the opportunity to feedback anonymously before and I am interested to understand whether I can improve their experience with me.

Method

I gave out a questionnaire to every patient seen from 7 to 21 November 2018 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 it back to me or to post it in the stamped addressed envelope enclosed.

Results

Did the osteopath ...?



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

Areas of strength

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 patient's problem.

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'.

Conclusions, 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.

OPS theme

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

OPS theme	Areas include	Relevant CPD activities may cover:
A: Communication and patient partnership	Being conscious about ensuring that I have sufficient time to focus on the patient and really listening to them.	During the consultation and before starting treatment, I may try asking some patients to let me know what they feel has happened in the consultation (rather than telling them) so that I can be sure that my understanding of their needs and my response to them has been fully understood. I may see if this makes a difference to the responses.
B: Knowledge, skills and performance	Further work on data analysis needed.	Additional reading on data analysis and use of spreadsheets.
C: Safety and quality in practice	Not applicable.	Not applicable.
D: Professionalism	Not applicable.	Not applicable.

Further information

Read the Osteopathic Practice Standards online: standards.osteopathy.org.uk

Visit the CPD microsite: cpd.osteopathy.org.uk

There are a range of other workbooks available on our CPD microsite which cover various aspects of the CPD scheme. They have been designed to help you to plan your CPD and support you in meeting the requirements of the scheme. The full range of workbooks are available at: cpd.osteopathy.org.uk/workbooks

Titles include:

- Planning your CPD
- Keeping CPD records
- Case-based discussion
- Peer observation
- Communication and consent

If you have any queries about this workbook or CPD in general, please feel free to get in touch:

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