**Workbook:** Patient Feedback

**Patient feedback**

Analysis template

**Aims**

**Method**

**Results**

**Areas of strength**

**Areas for development**

**Conclusions, action plan and next steps**

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**Workbook:** Patient Feedback

**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 ...?**

**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.

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**Workbook:** Patient Feedback

**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** | Being conscious about | During the consultation and before starting |
| **and patient** | ensuring that I have | treatment, I may try asking some patients to let |
| **partnership** | sufficient time to focus | me know what they feel has happened in the |
|  | on the patient and really | consultation (rather than telling them) so that I can |
|  | listening to them. | 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,** | Further work on data | Additional reading on data analysis and use of |
| **skills and** | analysis needed. | spreadsheets. |
| **performance** |  |  |
|  |  |  |
| **C: Safety and** | Not applicable. | Not applicable. |
| **quality in practice** |  |  |
|  |  |  |
| **D: Professionalism** | Not applicable. | Not applicable. |
|  |  |  |