# Appendix 1PM

## Assessment by a pain medicine specialist  
patient experience survey

<table>
<thead>
<tr>
<th>Date of assessment: <strong><strong>/</strong></strong>/____</th>
<th>Today’s date: <strong><strong>/</strong></strong>/____</th>
</tr>
</thead>
</table>

**Name of Pain Medicine Specialist:**

**Please tell us your Gender:**  
- M  
- F  

**Country of birth**

**Preferred languages**

<table>
<thead>
<tr>
<th>Age</th>
<th>18-24</th>
<th>25-34</th>
<th>35-44</th>
<th>45-54</th>
<th>55-64</th>
<th>65-74</th>
<th>75 or older</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
</tr>
</tbody>
</table>

For the questions below, please answer yes or no and where indicated choose a rating from 1 to 5, where:  
1 is poor  
5 is excellent

1. Introducing themselves to you.  
2. Being polite.  
3. Making you feel at ease (being friendly, not cold or abrupt).  

Are there any comments you would like to make?

4. Assessing your pain (understanding your condition, asking/knowing details about your situation).  

Are there any comments you would like to make?

5. Explaining the treatment to you (explaining clearly, giving you enough information, not being vague).  

Are there any comments you would like to make?
6. Involving you in decisions about your treatment
   i.e. talking with you, encouraging rather than ‘lecturing you’.
   Are there any comments you would like to make?

7. Answering all your questions (listening and paying attention to what you were saying, not overlooking or dismissing your concerns).
   Are there any comments you would like to make?

8. The pain medicine specialist was approachable.

9. I had confidence in the pain medicine specialist.

10. I would be happy to see the pain medicine specialist again
    Are there any comments you would like to make?

10. If you had a positive experience please tell us about it.
11. If you had a negative experience please tell us about it.

12. Do you have any suggestions about how we could improve our service and care?