



CPD handbook appendix 1.1PM

Patient experience survey (pain medicine practice) - summary form

This form is designed to be used by the administrator acting for the Continuing Professional Development (CPD) participant undertaking the collation of all patient experience survey feedback responses. The administrator collates the feedback of the individual forms on to this summary sheet and provides this de-identified feedback to the specialist pain medicine physician (SPMP).

As the administrator, you should confidentially destroy the responses after you have collated this summary document and then provide the document to the CPD participant.

Administrator: _____



Date of form completion: _____

Name of specialist pain medicine physician: _____

Your role: _____

Number of patient experience surveys:

For the questions below, record the number of patient responses in the allocated boxes
please answer yes or no and where indicated choose a rating from 1 to 5, where:

 1 is poor  5 is excellent

Summary of patient genders							
Summary of country of birth							
Summary of preferred languages							
Age	18-24	25-34	35-44	45-54	55-64	65-74	75 or older
Responses							
1. Introducing themselves to you.			1	2	3	4	5
Responses							
2. Being polite.			1	2	3	4	5
Responses							

3. Making you feel at ease (being friendly, not cold or abrupt).	1	2	3	4	5
Responses					
Comments					
4. Assessing your pain (understanding your condition, asking/knowing details about your situation).	1	2	3	4	5
Responses					
Comments					
5. Explaining the treatment to you (explaining clearly, giving you enough information, not being vague).	1	2	3	4	5
Responses					
Comments					
6. Involving you in decisions about your treatment encouraging (talking with you; rather than 'lecturing you').	1	2	3	4	5
Responses					
Comments					

7. Answering all your questions (listening and paying attention to what you were saying, not overlooking or dismissing your concerns).	1	2	3	4	5
Responses					
Comments					
8. The pain medicine specialist was approachable.	1	2	3	4	5
Responses					
9. I had confidence in the pain medicine specialist.	1	2	3	4	5
Responses					
Comments					
10. I would be happy to see the pain medicine specialist again.	1	2	3	4	5
Responses					
Comments					
11. If you had a positive experience, please tell us about it.					
Comments					

12. If you had a negative experience, please tell us about it.

Comments

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

Comments: