

CPD handbook appendix 1.1PPM

Patient experience survey (procedures in pain medicine) - 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: _____

Administrator's role: _____

Date of form completion: _____

Name of specialist pain medicine physician: _____

Number of patient experience surveys:

Number of forms completed by someone other than the patient:

	Parent/ caregiver of a child	Caregiver of a dependant adult	Interpreter	Other	Total
Responses					

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

SPMP is the patient's usual pain doctor				Yes		No	
Age	18-24	25-34	35-44	45-54	55-64	65-74	75 or older
Responses							
Rating of the SPMP's behaviours							
1. Being approachable and polite.		1	2	3	4	5	
Responses							
Comments:							

2. Assessing your pain (understanding your condition, asking details about your pain).	1	2	3	4	5
Responses					
Comments:					
3. Clearly explaining the procedure to you, including how to prepare, what to expect during and after the procedure, potential risks and benefits, and any costs	1	2	3	4	5
Responses					
Comments:					
4. Answering all your questions regarding the procedure (listening and paying attention to what you were saying, not overlooking or dismissing your concerns).	1	2	3	4	5
Responses					
Comments:					
5. Ensuring adequate staff providing appropriate care to you throughout the process of the procedure (including anaesthetist, nursing staff and radiographer)	1	2	3	4	5
Responses					
Comments					

6. Making you feel safe with the care provided by the staff and the facility where the procedure took place.	1	2	3	4	5
Responses					
Comments					
7. Assessing you after the procedure, and explaining whether any difficulties or complications were encountered	1	2	3	4	5
Responses					
Comments					
8. Providing you with instructions on discharge and follow up arrangement.	1	2	3	4	5
Responses					
Comments					
9. If you had a positive or negative experience, please tell us about it.					
Comments					
10. Do you have any suggestions about how we could improve our service and care?					
Comments					