RCGP

Doctor's Name: Simon Taylor
GMC Number: st1122233

Patient Satisfaction Questionnaire (PSQ)

Dear Patient,

We would be grateful if you would complete this questionnaire about your visit to the doctor today. The doctor that you have seen is a fully qualified doctor who is learning to become a general practitioner. Feedback from this survey will enable them to identify areas that may need improvement. Your opinions are therefore very valuable.

Please answer **all** the questions below. There are no right or wrong answers and your doctor will **not** be able to identify your individual responses.

Thank you.

Please rate the doctor at:

Please tick or cross your option clearly

Area						
1. Making you feel at ease... (being friendly and warm towards you, treating you with respect; not cold or abrupt)						
○ Poor to Fair	○ Fair	○ Fair to Good	○ Good	○ Very Good	○ Excellent	○ Outstanding
2. Letting you tell "your" story... (giving you time to fully describe your illness in your own words; not interrupting or diverting you)						
○ Poor to Fair	○ Fair	○ Fair to Good	○ Good	○ Very Good	○ Excellent	○ Outstanding
3. Really listening... (paying close attention to what you were saying; not looking at the notes or computer as you were talking)						
○ Poor to Fair	○ Fair	○ Fair to Good	○ Good	○ Very Good	○ Excellent	○ Outstanding
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")						
○ Poor to Fair	○ Fair	○ Fair to Good	○ Good	○ Very Good	○ Excellent	○ Outstanding
5. Fully understanding your concerns... (communicating that he/she had accurately understood your concerns; not overlooking or dismissing anything)						
○ Poor to Fair	○ Fair	○ Fair to Good	○ Good	○ Very Good	○ Excellent	○ Outstanding
6. Showing care and compassion... (seeming genuinely concerned, connecting with you on a human level; not being indifferent or "detached")						
○ Poor to Fair	○ Fair	○ Fair to Good	○ Good	○ Very Good	○ Excellent	○ Outstanding
7. Being positive... (having a positive approach and a positive attitude; being honest but not negative about your problems)						
○ Poor to Fair	○ Fair	○ Fair to Good	○ Good	○ Very Good	○ Excellent	○ Outstanding
8. Explaining things clearly... (fully answering your questions, explaining clearly, giving you adequate information; not being vague)						
○ Poor to Fair	○ Fair	○ Fair to Good	○ Good	○ Very Good	○ Excellent	○ Outstanding
9. Helping you to take control... (exploring with you what you can do to improve your health yourself; encouraging rather than "lecturing" you)						
○ Poor to Fair	○ Fair	○ Fair to Good	○ Good	○ Very Good	○ Excellent	○ Outstanding
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)						
○ Poor to Fair	○ Fair	○ Fair to Good	○ Good	○ Very Good	○ Excellent	○ Outstanding
11. Overall, how would you rate your consultation with this doctor today?						
○ Poor to Fair	○ Fair	○ Fair to Good	○ Good	○ Very Good	○ Excellent	○ Outstanding

Many thanks for your assistance.

Practice/Office use only: * For administrative purposes please note that the reference number is a tool to help you keep track of the PSQs when capturing them within the Eportfolio. You can use your own numbering system for this function. The PSQs can be captured on the Eportfolio forms website at: https://eportfolio.rcgp.org.uk/forms It is important that these questionnaires remain confidential and anonymous.

All questions completed ☐
in full
Form captured within ☐
Eportfolio