

### **Trainee: How to complete the RCGP Patient Satisfaction Questionnaire (PSQ)**

1. Log into your ePortfolio and click on Patient Feedback
2. Complete the Self-assessment (this is the score that you would give yourself in these areas)
3. Print out the survey. We would suggest 50 copies as 34 are required and several may not get filled in.
4. Hand the questionnaires to your receptionist to hand out to patients that are coming to see you. If you do not have a receptionist to do this then please seek an alternative but this should not be you handing them out.
5. The completed questionnaires should be handed back to reception or left in a sealed box in reception, again, these should not be handed to you.
6. Once you have more than 34 responses, someone will need to enter this data into the ePortfolio, this should not be you.
7. Once more than 34 responses have been entered, the PSQ can be closed by your Educational Supervisor.
8. The Educational Supervisor will review the results and comments and will leave comments and feedback in the ePortfolio.
9. You should arrange to discuss the PSQ in some detail with your ES.
10. If your scores are significantly below average, then it would be sensible to repeat the PSQ at a later date to demonstrate progression.

### **Educational Supervisor: How to complete the RCGP Patient Satisfaction Questionnaire (PSQ)**

1. The trainee will complete their self assessment and print out their questionnaire (we would suggest 50).
2. Please help them to arrange for the questionnaires to get to their patients and be collected from their patients (the trainee should not be handing out or collecting in their responses)
3. Once at least 34 responses are collected then please arrange for someone to enter the information into the ePortfolio
4. Once at least 34 complete responses have been entered, you will be able to close the PSQ and leave a comment.
5. When writing comments and discussing with the trainee please consider:
  - a. Their score vs their self assessment
  - b. Their score vs their peers
  - c. Their score vs previous PSQs (if completed)
  - d. The free text comments that were written
  - e. Their score in particular areas and does this tie in with other evidence
  - f. What they might stop, start, continue or change as a consequence of these results