MAP – Guidance for Criterion 8: Feedback From Patients (PSQ)

Can you communicate with your patients?

Information on how to access tools that have been reviewed by the RCGP is available on the MAP web page: www.rcgp.org.uk/map.

Frequent queries about this section relate to the practicalities of carrying out the survey. The questionnaires may have to be photocopied and handed out to patients so they can complete them by hand. Pens will be needed. Some people use touch screens in their practices when patients arrive so receptionist may not get a chance to ask them to pick up a questionnaire.

Solutions suggested to this problem are: get the receptionists to mention it when the appointment is booked, have a box of questionnaires by the touch screen, or one outside or even inside the doctor’s room. Other options are to have a notice in reception or on a call board if you use one. Choose a solution which suits you!

The minimum number of raters required varies depending on the tool used.

You will need to send the report as an additional attachment when you submit your portfolio.

You need to analyse the results; look at your scores and how they compare with the national average to see if there are any areas where you have been rated particularly highly, or perhaps less so and why you think this may be the case.

Finally, you will need to reflect on the results. This is your opportunity to look at the impact undertaking the questionnaire has had on your personal practice; if it has revealed any areas which have been rated less highly than others then are there any changes you could consider/have made to your way of working?

You may find it reassuring that most people get good results! The best thing to do in the reflection is to be honest and say you are pleased and heartened by this, who wouldn’t be? Even with high scores you will be able to identify one or two areas that are not so highly scored as others. You need to reflect on this and suggest practical ways that you can strive to be even better. Remember, it is important to note that you are not being marked on the scores you receive, so even if you are rated less highly than the average doctor (statistically 50% will be) this will not matter as long as you have provided sufficient analysis and reflection on why this may have happened and how you practically intend addressing this.

Now have a go!