MAP – Guidance for Criterion 8: Feedback from patients

Queries about this section are frequently related to the practicalities of doing it. For example, some people use touch screens in their practices when patients arrive so receptionist(s) may not get a chance to ask them to pick up a questionnaire.

Solutions suggested to this problem might be: 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. The questionnaires may have to be photocopied and handed out to patients so they can complete them by hand. Pens will be needed. Choose a solution which suits you!

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 high or low, 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 that 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 have made, or are considering making, to your way of working?

Though many people get high score, even so you will be able to identify one or two areas that are not so highly scored within your own results. You need to reflect on this and suggest practical ways you will seek 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 intend addressing this in concrete terms.