

Information Sheet 6 – Using the Patient Satisfaction Questionnaire

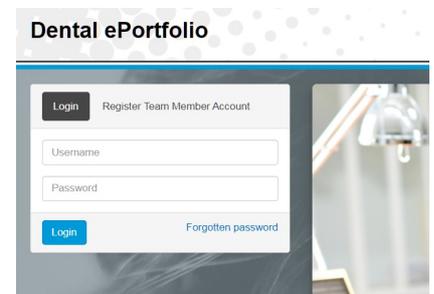
Introduction

The Patient Satisfaction Questionnaire (PSQ) within the ePortfolio is a paperless system. It is set up by the trainee and requires the use of an electronic tablet, or similar, to obtain the input from patients. The questionnaires on the tablet are offered to the selected patients by a practice or clinic team member whose login is linked to the trainee’s ePortfolio by the trainee. There is a requirement for a minimum of 20 completed questionnaires, at which point a report can be moderated and published by the trainee’s Educational Supervisor

Commencing a PSQ

One or more team members create Team Member accounts using the Register Team Member function on the login page of the ePortfolio. The team members can be members of the reception team or members of the DCP team who will be able to liaise with the patients and ask for their participation.

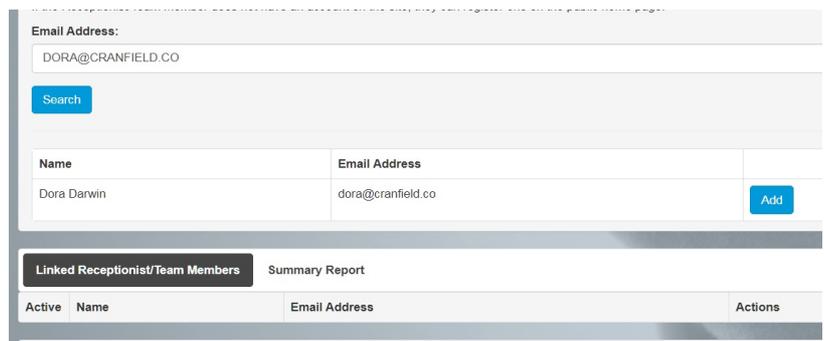
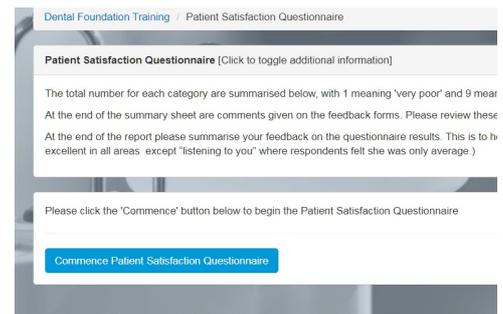
The team member will be asked to use their GDC/GMC number as a username, but if they do not have one, they use an email address (work or practice email suggested).



Linking Team Members

The trainee starts the PSQ by using the ‘Commence Patient Satisfaction Questionnaire’ button in the ePortfolio. The next task is to link the team member(s) to the ePortfolio by entering their email address and then searching for their account on the system.

When their account has been found, the team member can be linked to the ePortfolio. Several team members can be linked and each will then have the ability to log in and to offer questionnaires to patients. Alternatively if one practice email address is linked, different people could log in with that.



Devices for Questionnaires

Ideally a simple Tablet device will be used for the patients to complete the questionnaires. The requirements for the device are not rigorous; just an ability to connect to the internet and a display screen that allows easy reading and writing of the information. Cheap tablet devices can be purchased from many major stores for less than £50.00 (e.g .Amazon Fire). The tablet can be disinfected/cleaned with alcohol wipes between patients.

Using the Questionnaire

When a linked team member logs in to the ePortfolio they will be shown a screen which will contain a panel for each trainee to whom they are linked. In a clinic or practice with several trainees, it will help considerably if a clear photograph of each trainee is visible.

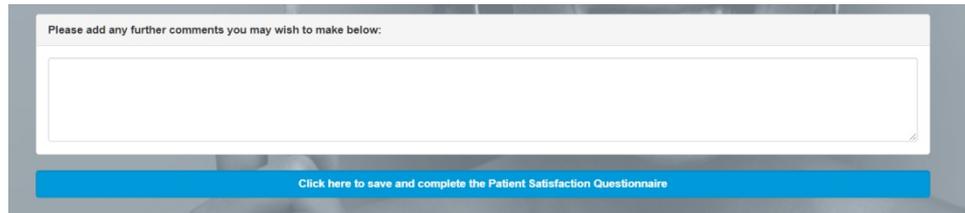
The screenshot shows a user interface for managing questionnaires. At the top, there is a header with 'Darwin, Charlie' and an email icon with 'peter@cranfield.co'. Below this is a section for 'Patient Satisfaction Questionnaire - Dental Foundation Training' for Charlie Darwin. It includes a small profile picture of a woman, a text block explaining that 50 consecutive patients need to be asked to complete a questionnaire, and a blue button labeled 'Start Patient Satisfaction Questionnaire for Charlie Darwin'. Below the button, it says '0 Patient Satisfaction Questionnaires completed for Charlie Darwin (minimum 20 completed are required)'. A similar section is visible for 'McCormack, Jared' with an email icon for 'jared_mccor_82@gmail.com'.

Clicking on the 'Start Patient Satisfaction Questionnaire' button will open a new questionnaire for the trainee and the tablet can then be passed to the patient (or their carer) for them to complete.

The screenshot shows the questionnaire form for Charlie Darwin. It has a header with 'Patient Satisfaction Questionnaire for Charlie Darwin' and a profile picture of the same woman. Below the header, there is a thank you message and instructions to use a 9-point scale (1 being very poor and 9 being excellent). The main part of the form is a table with columns for 'Development Required', 'Satisfactory', 'Outstanding', and 'Not observed'. Each of these columns is further divided into sub-columns numbered 1 through 9. The rows represent different aspects of patient care: 'Greeted you and made you feel welcome', 'Helped you feel at ease', 'Listened to you and to your questions', and 'Showed you respect and courtesy'. Each cell in the table contains a radio button for selection.

	Development Required			Satisfactory			Outstanding			Not observed
	1	2	3	4	5	6	7	8	9	N/A
Greeted you and made you feel welcome	<input type="radio"/>									
Helped you feel at ease	<input type="radio"/>									
Listened to you and to your questions	<input type="radio"/>									
Showed you respect and courtesy	<input type="radio"/>									

Once the questionnaire is complete, clicking on the 'save and complete' button will end the process and the tablet can be returned to the team member.



PSQ Report

Once a minimum of twenty questionnaires have been completed, the Educational Supervisor will be able to view, moderate and publish the PSQ Report. The scored feedback will be visible as a heat map, whilst the text comments can be moderated and set for 'publish' or 'not publish'. Once the Educational Supervisor has published the report it will be visible to all. The Report can be 'un-published' if more questionnaires are completed, and then published again.

Patient Satisfaction Questionnaire [Click to toggle additional information]

The total number for each category are summarised below, with 1 meaning 'very poor' and 9 meaning 'excellent'.
At the end of the summary sheet are comments given on the feedback forms. Please review these and place a tick by any comments that should not be published.
At the end of the report please summarise your feedback on the questionnaire results. This is to help highlight any trends in the responses given for your FD. (Eg My FD was excellent in all areas except "listening to you" where respondents felt she was only average.)

Linked Receptionist/Team Members **Summary Report**

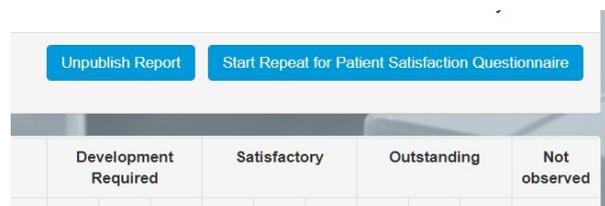
21 Patients have provided feedback.
You have set 18/21 comments to be published and 3/21 comments to NOT be published.
There are still 1/21 comments waiting to be published/not published.

[Publish Report](#)

	Development Required			Satisfactory			Outstanding			Not observed
	1	2	3	4	5	6	7	8	9	N/A
Greeted you and made you feel welcome	0	1	0	1	1	0	6	8	4	0
Helped you feel at ease	0	1	0	0	2	0	3	10	5	0



When a report has been published and is complete, the Education Supervisor can authorise another PSQ to be undertaken by clicking on the 'Start Repeat' button.



Sample DFT PSQ



Patient Satisfaction Questionnaire for Charlie Darwin

Thank you for taking the time to complete this confidential and completely anonymous questionnaire. It will give the dentist named above valuable information about how you feel so that he/she can improve the way they deliver your care.

Please use the 9 point scale (*1 being very poor and 9 being excellent*) to indicate how well you feel the dentist has performed for each statement during your appointment today. If you have time, please add comments in the space provided at the foot of the form.

Please indicate how well the dentist:

	Development Required			Satisfactory			Outstanding			Not observed
	1	2	3	4	5	6	7	8	9	N/A
Greeted you and made you feel welcome	<input type="radio"/>									
Helped you feel at ease	<input type="radio"/>									
Listened to you and to your questions	<input type="radio"/>									
Showed you respect and courtesy	<input type="radio"/>									
Explained treatment choices clearly and thoroughly to you in terms you understood	<input type="radio"/>									
Communicated costs of treatment well and appropriately	<input type="radio"/>									
Gave you time to think and ask questions	<input type="radio"/>									
Answered any questions you had	<input type="radio"/>									

How confident you felt with the dentist: *

To what degree the appointment felt/did not feel rushed: *

Would you recommend the dentist to a friend or member of your family *

- Yes
 No

Did you feel discriminated against in any way *

- Yes
 No

Please add any further comments you may wish to make below:

[Click here to save and complete the Patient Satisfaction Questionnaire](#)

Sample DCT PSQ

Patient Satisfaction Questionnaire for Elaine Zavala

Thank you for taking the time to complete this confidential and completely anonymous questionnaire. It will give the dentist named above valuable information about how you feel so that he/she can improve the way they deliver your care.

Please use the 9 point scale (**1 being very poor and 9 being excellent**) to indicate how well you feel the dentist has performed for each statement during your appointment today. If you have time, please add comments in the space provided at the foot of the form.

Please indicate how well the dentist:

	Development Required			Satisfactory			Outstanding			Not observed
	1	2	3	4	5	6	7	8	9	N/A
Introduced themselves on greeting you and make you feel welcome?	<input type="radio"/>									
Treated you politely with respect and dignity at all times including examination?	<input type="radio"/>									
Explained your condition and treatment choices clearly to you in terms you understood?	<input type="radio"/>									
Made you feel at ease to raise all your concerns?	<input type="radio"/>									
Listened carefully to you and your questions?	<input type="radio"/>									
Involved you in deciding your care plan?	<input type="radio"/>									
Inspired your trust and confidence in them?	<input type="radio"/>									
Gave you confidence to recommend them to your family or friends?	<input type="radio"/>									

Please add any further comments you may wish to make below:

[Click here to save and complete the Patient Satisfaction Questionnaire](#)

October 2020