

## 4. PATIENT FEEDBACK SYSTEM

The GPA ACCREDITATION *plus* PATIENT FEEDBACK SYSTEM Includes:

A Choice between:

- A Yes / No Survey; OR
- A 1 to 5 rating survey; OR
- Patient Focus Group Guidelines and Record.

Your Practice is provided with:

- Patient Feedback System Guidelines;
- A copy of the Yes / No survey;
- A copy of the 1 to 5 rating survey;
- The Patient Focus Group Guidelines and associated documents;
- A medical practitioner list.

The GPA ACCREDITATION *plus* Patient Feedback System is provided FREE OF CHARGE and is flexible, enabling practices to tailor it to their size and location.

Note: GPA provides your Practice with these for your benefit. You may photocopy one of the surveys or the patient focus group documents to enable you to source patient feedback. If you require data to be audited and analysed by GPA, fees are applicable – see details on page 19.

### Requirements for Accreditation

Under the RACGP Standards for General Practices (current edition) practices are required to have a formal process for receiving patient feedback.

As a minimum practices which utilise the GPA system will complete and return:

- A patient feedback survey analysis (on the correct number of survey forms as in table); **OR**
- The completed, collated surveys for GPA to analyse and report back to the Practice; **OR**
- Patient focus group meeting minutes x 2, outcomes and action plan(s) for GPA to audit; **OR**
- Completed focus group meetings analysis.

## Implementing the Patient Feedback System

1. Discuss the system with staff and doctors;
2. Decide which option the Practice shall undertake;
3. Notify your Client Manager which option you choose;
4. Set dates for implementation of your chosen option;
5. Complete and return
  - i. Collated Surveys to GPA for analysis (fees apply for analysis)
  - ii. Practice analysis on completed surveys
  - iii. Completed focus group documentation.
6. Review results with practice doctors and support staff.
7. Implement required changes or improvements including modifications to patient information materials.
8. If GPA is completing the analysis, evaluation forms regarding the Patient Feedback System are to be completed and returned to receive QA and CPD or PDP points.\*

## Fees for GPA to Analyse and Report on Patient Feedback

FTE	1.00 to 1.94	1.95 to 2.94	2.95 to 5.94	5.95 to 7.94	7.95 to 9.94	9.95
Fee	\$270	\$400	\$500	\$600	\$700	\$1,000

## Patient Feedback Surveys

Practices are able to choose either the survey that requires a reply to a ranking (1 to 5) or the simple Yes/No answer survey. Alternatively Practices may choose the Patient Focus Group option – discussed further below.

Once a practice has chosen which survey they wish to implement the practice reproduces (photocopies) the chosen survey the number of times (as per table below) required according to their Full Time Equivalent (FTE) rate. GPA will advise your FTE rate – it must not be self-determined.

FTE	1.00 to 1.94	1.95 to 2.94	2.95 to 5.94	5.95 to 7.94	7.95 to 9.94	9.95
Qty of Surveys	50	100	150	200	250	300

\* N.B. Doctors must complete 20 or more surveys each to be eligible for QA & CPD or PDP points.

Completed surveys should be placed in a patient suggestion box or similar. Once all surveys are completed the practice has two options

1. Return the completed analysis to your Client Manager; OR
2. Return collated surveys to GPA ACCREDITATION *plus* for GPA to analyse and report (note this option attracts fees as per page 19).

### Procedure for Patients Completing Patient Feedback Surveys

The Patient Feedback Surveys are designed to be completed after the patient has seen the doctor. As this is not always practical, patients may wish to base some of their answers on past experience. Practice reception staff should inform patients that the practice is conducting a survey and seek their co-operation and consent in completing a survey after their consultation.

Practice staff will allocate each doctor working in the practice a unique identification number. This is recorded on the Medical Practitioner List for easy reference. This ID should be written on the patient survey form by practice staff prior to handing to the patient.

**Patients should complete these surveys anonymously ideally after they have seen their doctor. Consecutive patients should be surveyed. It is recommended that the Practice makes available a suggestion box or similar to enable patient anonymity.**

### Selection of Patients

Patients should be chosen sequentially and canvassed as they arrive at the Practice. It is important that patients are not selected to bias the responses. The patient should be given the survey when they first attend for the consultation so they may familiarise themselves with the questions prior to the consultation.

Practices may prepare a simple script for staff to follow such as: ***“As part of accreditation our Practice is seeking your feedback on the facilities and services the practice provides. We would be grateful if you could complete one of these confidential surveys after seeing the doctor and place it in the suggestion box.”***