



RACGP

Toolkit for developing practice-specific questionnaires

Questionnaires must
be approved by the
RACGP prior to use



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1. Introduction

This document provides information and resources to assist practices in developing their own patient experience questionnaire for the purpose of meeting Criterion 2.1.2 of the RACGP *Standards for general practices* (4th edition) (the Standards). It is intended to supplement the *Patient feedback guide: Learning from our patients* (updated August 2014) available on the RACGP website.

Resources provided in this document:

- Sample questions practices can use to build their questionnaire.
- Guidance on developing additional questions.
- A blank template practices can use to build their questionnaire.
- Sample patient information sheets regarding the questionnaire.
- A guide for practice staff on patient selection and data management.
- A pre-testing guide that will assist practices in piloting any questions developed for the questionnaire.
- An Excel spreadsheet for data entry and reporting that will assist in determining areas that require quality improvement activities.

These resources have been produced as guidance for practices. As such, each resource will need to be adapted to ensure it is relevant for your practice.

Practices wishing to develop and use their own questionnaire should note that doing so requires an upfront investment, particularly in staff time. However, the benefits to practices developing their own questionnaire is that the staff have a sense of ownership over the process, it is directed to specific quality improvements in your practice and it can be repeated as required.

Practices wishing to develop and use their own questionnaire must complete the application form available at <http://www.racgp.org.au/your-practice/standards/resources/patient-feedback/practice-specific/> and submit this to the RACGP for approval (via email to standards@racgp.org.au). Once approved, practices are able to commence the process of having patients complete the practice-specific patient feedback questionnaire.

2. Understanding the process

Tasks required for developing and conducting your own practice-specific questionnaire using the resources provided in this document are:

- designing the questionnaire, including the relevant questions
- formatting the questionnaire (requires advanced Microsoft Word competencies)
- distributing the questionnaires
- answering any patient queries relating to the questionnaire and the questionnaire process
- managing data entry (requires basic Microsoft Excel competencies)
- analysing the data (requires advanced Microsoft Excel competencies)
- writing the report that summarises the results
- providing feedback to practice staff.

3. *Designing a questionnaire*

The purpose of the patient experience questionnaire is to ask a random sample of patients questions about their experience with your practice. This allows you to estimate the likely experiences of all patients attending your practice.

3.1 Developing the questionnaire

Being sure of what you wish to measure is the first step in survey design.

The RACGP has identified six domains pertaining to aspects of patient experience of general practice. These domains relate to areas where patient feedback can be useful in improving the quality of your service:

- Access and availability.
- Information provision to patients.
- Privacy and confidentiality.
- Continuity of care.
- Communication skills of clinical staff.
- Interpersonal skills of clinical staff.

You are required to ask questions based on each of these domains.

These questions can be:

- selected from the set of sample questions in *Attachment 2*
- developed by the practice
- a combination of both of the above.

Questionnaire responses should help you identify what is important for your patients and indicate where your practice may be able to make some improvements.

In addition, you must ensure the questionnaire covers all core patient demographics outlined in the *Patient feedback guide: Learning from our patients* (updated August 2014). You can use the sample questions within this resource or develop your own.

3.2 Guidance for developing your own additional questions

If you wish to develop your own questions, you must ensure they are:

- short, simple and clear (avoid jargon and acronyms)
- relevant to your practice
- not 'double barrelled' (if you are using the words like 'and', 'or', 'but', consider whether two questions would be better).

Addressing the domains of patient experience

You may choose to develop your own questions for the questionnaire. In this case, you must ensure the questions you develop address and cover all of the required domains of patient experience.

You may also design questions that address issues specific to your practice (outside of the required domains).

Patient experience over a period of time

The sample questions provided in *Attachment 2* have mostly been based on the 'last visit' of a patient. Measuring a patient's experience based on their last visit means it will be fresh in their memory and will provide a clear event for the patient to focus on.

However, some issues cannot be measured by the last visit. For example, the suitability of the after-hours care arrangements a practice has in place. For issues such as this, it is suitable to design questions based on the experience of the practice over a different period of time, such as the previous three months or the previous year.

In developing your own questions, you must consider whether these should be aimed at the last visit, previous three months, previous year or any other defined period of time. It is important to understand that when asking questions about a specific period of time a patient may have had diverse experiences over that time and it may not be clear to them what specific issue is being measured.

Test the questions

It is important for a survey question to measure what it is intended to measure. This can be tested by reading the question out loud, asking colleagues and engaging patients in a pre-test.

For example, asking a question that begins with 'The last time you saw a doctor ...' can be confusing for patients because they may relate this to any doctor, including a GP in your practice or another practice, a specialist or a doctor in a hospital.

The ordering of questions

Practices must consider the order of the questions in their survey.

For example, the questions 'How long did you have to wait to get this appointment prior to coming to the clinic?' and 'How long did you have to wait after you arrived at the clinic?' should be placed together in a survey. This will ensure patients clearly distinguish between the two waiting times.

Ask one question at a time

Questions that ask about two different events, otherwise known as 'double-barrelled' questions, can result in confusion. Use of a conjunction (and, or, but) is a good indication of a double-barrelled question.

For example, the question 'Were you happy with the way in which the GP referred you to good specialists and other healthcare providers?' may result in confusion for a patient who considers a referral from the GP to a specialist a good referral, but referral to an osteopath a poor referral.

As another example, the question 'Were you fully informed of the risks and benefits of the treatment?' may be difficult for a respondent to answer if benefits were explained but risk was not mentioned. A solution may be to provide two questions: 'Were you fully informed about the risks of the treatment?' and 'Were you fully informed about the benefits of the treatment?'.

3.3 Formatting and layout

The questionnaire should be clearly laid out and designed so as to encourage respondents to answer all questions. Respondents are less likely to complete all questions if a questionnaire is too long. Questionnaires should be printed on a single page (A4 or A3) where possible because pages can easily be lost from stapled questionnaires.

Fonts should be large enough to allow all patients to easily read all instructions and questions. The text should also be written so it is clear which responses relate to which questions.

4. Selecting patients to complete the questionnaire

The purpose of a questionnaire is to obtain responses from a sample of a population in order to generalise findings to the population as a whole. Drawing a sample (selecting patients to complete the questionnaire) is important in order for you to be confident that the survey measures the experience of all patients in the practice. The best questions and analysis will be useless if you don't get the sample right.

To ensure an appropriate sample of patients, practices first need to calculate the number of questionnaire responses they require. You are required to obtain completed questionnaires from at least 30 patients for each full-time equivalent (FTE) GP in your practice. If you wish to gather information about the individual GPs in your practice, you are required to collect 50 completed questionnaires from patients who regularly see each GP, regardless of the GP's FTE. In this case, the questionnaires will need to be coded in order to identify which GP they relate to. This code could be a number or colour on the top of the questionnaire.

You then need to ensure those who are asked to complete a questionnaire are randomly selected from your practice's patient population. Selecting every *n*th patient who comes into the practice – every fifth or tenth is common – is the best method for gathering an appropriate sample. Choosing every fifth patient is the method recommended in this resource as a means of minimising selection bias.

5. Pre-testing the questionnaire

Before submitting your application to the RACGP for approval, you must first conduct a pre-test of your questionnaire.

A pre-test is undertaken by administering the questionnaire to a small and representative number of patients to ensure the questions are easy to understand and respond to. The pre-test should identify reasons for any questions that have not been completely answered, as well as why any patients refused to respond to particular questions.

This process of pre-testing the questionnaire before formally commencing data collection gives you an opportunity to ensure you and your patients have a common understanding of the questions being asked. This will ensure the questionnaire will accurately measure patients' experiences of your practice in a consistent way.

If the pre-testing process shows that changes need to be made to the questionnaire prior to its effective use, these changes should be made prior to submission for RACGP approval.

6. *Conducting the survey*

After receiving RACGP approval of your practice-specific questionnaire, you can then conduct the survey. When conducting the survey, you should review the following to ensure patients are able to respond as easily as possible:

- Relevant practice team members explain the questionnaire to patients.
- Respondents have a private and comfortable location to complete the questionnaire.
- Clipboards are provided to respondents to give a solid base for writing.
- Pens provided work (or pencils provided are sharp).
- Envelopes into which patients can insert the completed questionnaire are made available.
- There is a 'ballot box' into which patients can place their envelope containing their completed questionnaire.
- Someone is available at short notice to assist patients if they have any questions or concerns.
- Any problems, concerns or complaints are listened to and actioned.

7. *Determining the results*

Following collection of the required number of completed questionnaires, you must then analyse the data collected. This analysis should determine areas where a practice is performing well and where quality improvement activities may be implemented. You can choose to use the data entry and reporting spreadsheet in *Attachment 5* to assist with this.

The results of this analysis should then be presented in a report that includes:

- a summary of demographic data
- the responses to individual questions in an easy-to-understand format
- grouped responses in their larger domains
- the responses to the open-ended questions
- a response as to what the results mean for the practice.

Attachment 1: Sample patient information sheets

Introduction

This attachment contains two sample patient information sheets that you can choose to use as a basis for your own practice-specific patient information sheet. The first sample patient information sheet should be given to patients who have been selected to complete the questionnaire when they first enter your practice (prior to their appointment). It explains that your practice is asking patients to fill in a questionnaire in order to collect feedback for quality improvement purposes. It also explains that this is a voluntary process and will not impact on the care they receive.

Sample information sheet 1, is given to patients when they first come into the practice in order to allow them enough time to think about participating and make an informed choice as to their involvement.

The second sample patient information sheet is given to patients, along with the questionnaire, after the conclusion of their appointment. It further explains the process and includes information on how to complete the questionnaire.

Instructions for using sample information sheets

1. Select the text in *Sample patient information sheet 1*.
2. Copy and paste this into your practice letterhead.
3. Insert your practice name where appropriate.
4. Ensure formatting is correct and the information fits on one page.
5. Save the document.
6. Repeat this process for *Sample patient information sheet 2*.
7. Print the required number of both patient information sheets.
8. Attach these to the questionnaire to ensure they are provided to those patients selected to participate in the survey.

Sample patient information sheet 1

Practice Letterhead

Patient Experience Questionnaire

[INSERT PRACTICE NAME HERE] is currently asking our patients to fill in a questionnaire in order to gather feedback on their experience with our practice. This feedback will help us better understand what our patients want.

The questionnaire relates to your visit today and will be given to you after your appointment. It will take you less than 10 minutes to complete.

Some important points:

- You do not have to complete the questionnaire if you do not wish to.
- The questionnaire is confidential and anonymous.
- Your care at the practice will not be affected if you do not participate.
- Your care at the practice will not be affected by the answers you give.
- We would like you to answer all the questions in the questionnaire.
- There are no right or wrong answers; it is your opinion that is important to us.

If you have any questions about the questionnaire, you can ask the receptionist, your doctor or other clinicians you might see.

Please give this patient information sheet to reception staff following your visit. They will give you a questionnaire to complete.

Sample patient information sheet 2

Practice Letterhead

Patient Experience Questionnaire

Thank you for agreeing to complete [INSERT PRACTICE NAME HERE]'s questionnaire about your visit to our practice today.

The questionnaire is designed to gather feedback from patients on their experience with our practice. This feedback will help us better understand what our patients want.

The questionnaire is voluntary, confidential and anonymous. Your answers cannot be linked to you in any way.

Your care will not be affected in any way by completing the questionnaire.

To complete the questionnaire, please put a cross in each box that fits your answer. We would like you to answer every question.

- If the question does not apply to you, there is a 'Not Applicable' (N/A) option.
- If you do not know the answer, you can use the 'Don't Know' option.

Your opinion is important to us. There are no right or wrong answers; we simply want you to rate your experience of the practice. The information will assist the doctors, nurses and other staff to help improve patient care. If you have any questions about the questionnaire, please ask the receptionist.

When you have finished the questionnaire, place it in the ballot box at reception. Please DO NOT take the questionnaire home.

Remember, the answers are confidential and you will not be identified in any way.

Attachment 2: Sample questions for practice-specific patient experience questionnaires

Important information

Using the sample questions

This attachment contains a set of sample questions to use to assist in developing your questionnaire. These sample questions are categorised under each of the six quality improvement domains noted in the *Patient feedback guide: Learning from our patients* (updated August 2014).

You can select from the set of sample questions and copy them into the blank questionnaire template in *Attachment 3*. A minimum of three questions must be selected from each domain and you must ensure the questions you choose will cover the relevant quality improvement domain. It is essential the questions you choose, as well as those you develop yourself, adequately cover each of the six quality improvement domains.

Each question must be relevant to your practice and your patient population. All patient demographic questions (those under the heading 'Some things about you') and the open-ended question are mandatory and must be included in all questionnaires.

Developing your own questions

If you choose to develop your own questions you must ensure they address and cover all of the required domains of patient experience and the core patient demographics.

You may also design questions that address issues specific to your practice (outside of the required domains and demographics). For example, if your practice runs an immunisation session, diabetes education sessions or asthma group education sessions, you may wish to ask about patients' experiences of these. In this instance, you must first ensure all domains have already been covered by other questions.

It is recommended that practice-specific questions be based on the patients' 'last visit' or 'an experience in the past three months' with the response scales (1 to 5) used in the blank questionnaire template in *Attachment 3*.

Sample questions

Access and availability: Making an appointment and getting to the clinic

Select at least three questions that are most appropriate to your practice.

Making an appointment and waiting to see a clinician at your last visit							
Please rate each statement							
Statements	Poor	Fair	Good	Very good	Excellent	N/A	Don't know
Seeing the clinician of your choice	1	2	3	4	5	6	7
Getting an appointment for a time that suited you	1	2	3	4	5	6	7
The time you had to wait to get this appointment (before getting to the clinic)	1	2	3	4	5	6	7
The time you had to wait after you arrived at the clinic	1	2	3	4	5	6	7
The amount of time spent travelling to the clinic	1	2	3	4	5	6	7
Ease of parking	1	2	3	4	5	6	7
Getting reminders for your appointment	1	2	3	4	5	6	7
The comfort of the waiting room	1	2	3	4	5	6	7

N/A = Not applicable

Interpersonal skills of reception staff

Select at least three questions that are most appropriate to your practice.

Your experience with reception staff at your last visit <i>Please rate each statement</i>							
Statements	Poor	Fair	Good	Very good	Excellent	N/A	Don't know
Were welcoming upon your arrival	1	2	3	4	5	6	7
Were professional in dealing with you	1	2	3	4	5	6	7
Considered your needs when making an appointment	1	2	3	4	5	6	7
Let you know about any delays while you were waiting	1	2	3	4	5	6	7
Were courteous and polite	1	2	3	4	5	6	7
Had good reading material	1	2	3	4	5	6	7
Catered for children	1	2	3	4	5	6	7
N/A = Not applicable							

Interpersonal skills of clinicians (doctor, nurse or other healthcare provider)

Select at least three questions that are most appropriate to your practice.

Your experience of the interpersonal skills of the clinician at your last visit <i>Please rate each statement</i>							
Statements	Poor	Fair	Good	Very good	Excellent	N/A	Don't know
Treated you with respect	1	2	3	4	5	6	7
Understood your personal circumstances	1	2	3	4	5	6	7
Had enough time to talk about the things that were important for you	1	2	3	4	5	6	7
Cared about you as a person	1	2	3	4	5	6	7
Made you feel comfortable	1	2	3	4	5	6	7
Showed sensitivity to your concerns	1	2	3	4	5	6	7
Told you all you wanted to know about your condition	1	2	3	4	5	6	7
Let you talk about alternative therapies you were using	1	2	3	4	5	6	7
N/A = Not applicable							

Communication skills of clinicians (doctor, nurse or other healthcare provider)

Select at least three questions that are most appropriate to your practice.

Your experience of the way clinicians communicated with you at your last visit <i>Please rate each statement</i>							
Statements	Poor	Fair	Good	Very good	Excellent	N/A	Don't know
The clinician had enough time to listen to what you had to say	1	2	3	4	5	6	7
Helped you understand your medical condition	1	2	3	4	5	6	7
Explained the purpose of tests and treatment	1	2	3	4	5	6	7
Involved you in decisions	1	2	3	4	5	6	7
Helped you understand what to do when you went home	1	2	3	4	5	6	7
Accepted your decision to seek alternative treatment	1	2	3	4	5	6	7
Adequately discussed your personal issues	1	2	3	4	5	6	7
Guided you on how to take medicines correctly	1	2	3	4	5	6	7
Allowed you to have the final choice about tests	1	2	3	4	5	6	7
Allowed you to have final choice about treatments	1	2	3	4	5	6	7
Really listened to what you had to say	1	2	3	4	5	6	7

N/A = Not applicable

Information provided by clinicians (doctor, nurse or other healthcare provider)

Select at least three questions that are most appropriate to your practice.

Your experience of the information given to you by clinicians at your last visit							
Please rate each statement							
Statements	Poor	Fair	Good	Very good	Excellent	N/A	Don't know
The amount of useful information given about your condition	1	2	3	4	5	6	7
The amount of useful information given about your treatment	1	2	3	4	5	6	7
Information about how to take your medicines	1	2	3	4	5	6	7
Information about side effects of any treatment	1	2	3	4	5	6	7
Information about how to stay healthy	1	2	3	4	5	6	7
Information about how to prevent future health problems	1	2	3	4	5	6	7
Gave you useful written information	1	2	3	4	5	6	7
Told you where to find reliable information on the internet	1	2	3	4	5	6	7
N/A = Not applicable							

Privacy and confidentiality

Select at least three questions that are most appropriate to your practice.

Your experience of privacy at your last visit							
Please rate each statement							
Statements	Poor	Fair	Good	Very good	Excellent	N/A	Don't know
Privacy in the waiting area	1	2	3	4	5	6	7
Privacy when you were examined	1	2	3	4	5	6	7
Being able to discuss personal issues that were sensitive	1	2	3	4	5	6	7
Your understanding how medical records are kept private in the clinic	1	2	3	4	5	6	7
The way in which information was given to other clinicians	1	2	3	4	5	6	7
The way the electronic records were explained to you	1	2	3	4	5	6	7
Asked your permission before another clinician came to the appointment	1	2	3	4	5	6	7
N/A = Not applicable							

Continuity of care

Select at least three questions that are most appropriate to your practice.

Your experience of the way your clinician worked with other healthcare professionals at your last visit <i>Please rate each statement</i>							
Statements	Poor	Fair	Good	Very good	Excellent	N/A	Don't know
Knew your medical history at the clinic	1	2	3	4	5	6	7
The clinician was aware of advice you had received from other health professionals	1	2	3	4	5	6	7
Gave you options for specialists or other health providers you need to see	1	2	3	4	5	6	7
Coordinated different healthcare professionals	1	2	3	4	5	6	7
Allowed you to have the final choice about which other professionals to see	1	2	3	4	5	6	7
Gave the right amount of information to other healthcare professionals	1	2	3	4	5	6	7

N/A = Not applicable

Experience over last year

Select at least three questions that are most appropriate to your practice.

Thinking about your experience with the general practice over the past year <i>Please rate the practice on the following</i>							
Statements	Poor	Fair	Good	Very good	Excellent	N/A	Don't know
Suitability of clinic opening hours	1	2	3	4	5	6	7
Being able to see a doctor at the clinic when you needed urgent care	1	2	3	4	5	6	7
Being able to see the doctor of your choice	1	2	3	4	5	6	7
Information about where to get medical care when the clinic is closed	1	2	3	4	5	6	7
The amount you paid for each visit to the doctor	1	2	3	4	5	6	7
Contacting a clinician by email	1	2	3	4	5	6	7
Being able to receive a home visit by a doctor	1	2	3	4	5	6	7
Providing your test results in an understandable way	1	2	3	4	5	6	7

N/A = Not applicable

Some things about you

Are you?	Do you consider yourself to be of Aboriginal and/or Torres Strait Islander descent?
1 Male 2 Female	1 Yes 2 No
Have you been to another general practice in the last year?	Which languages do you speak at home? Tick all spoken
1 Yes 2 No	1 English
What is your age?	2 Arabic
1 15 – 24 years	3 Cantonese
2 25 – 44 years	4 Mandarin
3 45 – 64 years	5 Vietnamese
4 65 years or over	6 Hindi
5 Don't wish to say	7 Greek
How long have you been coming to this practice?	8 Other
1 Less than 1 year	Do you have any of these concession cards?
2 1 – 2 years	1 Health Care Card
3 3 years or more	2 Pensioner Concession Card
4 Not sure	3 Any Veterans' Affairs treatment entitlement card
How many times have you visited this practice over the past 12 months?	4 Not covered by any concession card
1 Only this visit	What is the highest level of education you have reached?
2 2 – 5	1 Some high school
3 6 – 10	2 Completed high school
4 11 or more	3 Currently studying for a degree or diploma
5 Not sure	4 Completed a trade or technical qualification
Was this visit for yourself or someone you are caring for?	5 Completed a degree or diploma
1 Self	6 Postgraduate degree
2 Someone else	

<IF YOU WISH TO MEASURE A PARTICULAR SPECIALTY YOUR PRACTICE OFFERS,
PLEASE CONSIDER USING THE FOLLOWING>

Measuring a speciality

Are you aware that this practice specialises in <speciality>?

Speciality 1 Yes 2 No 3 Not sure

Have you ever received treatment at this practice for <speciality>?

Speciality 1 Yes 2 No 3 Not sure

Thinking about your experience of <speciality> at this practice?
Please rate the practice on

Statements	Poor	Fair	Good	Very good	Excellent	N/A	Don't know
Helped you understand your <speciality> condition	1	2	3	4	5	6	7
Explained the purpose of tests and treatment	1	2	3	4	5	6	7
Involved you in decisions	1	2	3	4	5	6	7
Allowed you to have the final choice about tests	1	2	3	4	5	6	7
Allowed you to have the final choice about treatments	1	2	3	4	5	6	7
Understand how the <speciality> condition affected your life	1	2	3	4	5	6	7

N/A = Not applicable

Open ended question

If you could change one thing about this practice, what would you change?

Attachment 3: Blank questionnaire template for practice-specific patient experience questionnaires

Introduction

This blank questionnaire template is available to help build your questionnaire.

Questions to be included should come from the set of sample questions available in *Attachment 2* and/or from those you develop yourself.

The blank questionnaire template is divided into separate sections covering each of the quality improvement domains outlined in the *Patient feedback guide: Learning from our patients* (updated August 2014). A minimum of three questions from each domain must be included. The questions must adequately and broadly cover each domain and each question should be relevant to your practice and patient demographic.

All patient demographic questions (under the heading 'Some things about you') and open-ended question must be included in all questionnaires.

Instructions for using the blank questionnaire template

1. Take the blank questionnaire template and put your practice information in the header.
2. Insert the questions you have chosen and/or developed.
3. Make sure the questions adequately and broadly cover each domain.
4. Include any questions you wish to ask about a speciality service you provide (eg. nurse practitioner consultations, acupuncture services, etc.) in the extra section provided.
5. Delete the extra section if you do not wish to ask any questions about a specialty service you provide.
6. Do not change the rating scale of the questions as this has been designed to assist in the analysis of responses.
7. Add additional rows as required where you are asking more than five questions per domain.
8. Delete any unused rows where you are asking fewer than five questions per domain (this will avoid any patient confusion).
9. Try to keep the questionnaire to the equivalent of four A4 pages (this will help to keep overall response time to less than 10 minutes).
10. Print the survey.

Q1. Making an appointment and waiting to see a clinician at your last visit

Please rate each statement

Statements	Poor	Fair	Good	Very good	Excellent	N/A	Don't know
a.	1	2	3	4	5	6	7
b.	1	2	3	4	5	6	7
c.	1	2	3	4	5	6	7
d.	1	2	3	4	5	6	7
e.	1	2	3	4	5	6	7

N/A = Not applicable

Q2. Your experience with reception staff at your last visit

Please rate each statement

Statements	Poor	Fair	Good	Very good	Excellent	N/A	Don't know
a.	1	2	3	4	5	6	7
b.	1	2	3	4	5	6	7
c.	1	2	3	4	5	6	7
d.	1	2	3	4	5	6	7
e.	1	2	3	4	5	6	7

N/A = Not applicable

Q3. Your experience of the interpersonal skills of the clinician at your last visit

Please rate each statement

Statements	Poor	Fair	Good	Very good	Excellent	N/A	Don't know
a.	1	2	3	4	5	6	7
b.	1	2	3	4	5	6	7
c.	1	2	3	4	5	6	7
d.	1	2	3	4	5	6	7
e.	1	2	3	4	5	6	7

N/A = Not applicable

Q4. Your experience of the way clinicians communicated with you at your last visit

Please rate each statement

Statements	Poor	Fair	Good	Very good	Excellent	N/A	Don't know
a.	1	2	3	4	5	6	7
b.	1	2	3	4	5	6	7
c.	1	2	3	4	5	6	7
d.	1	2	3	4	5	6	7
e.	1	2	3	4	5	6	7

N/A = Not applicable

Q5. Your experience of the information given to you by clinicians at your last visit

Please rate each statement

Statements	Poor	Fair	Good	Very good	Excellent	N/A	Don't know
a.	1	2	3	4	5	6	7
b.	1	2	3	4	5	6	7
c.	1	2	3	4	5	6	7
d.	1	2	3	4	5	6	7
e.	1	2	3	4	5	6	7

N/A = Not applicable

Q6. Your experience of privacy at your last visit

Please rate each statement

Statements	Poor	Fair	Good	Very good	Excellent	N/A	Don't know
a.	1	2	3	4	5	6	7
b.	1	2	3	4	5	6	7
c.	1	2	3	4	5	6	7
d.	1	2	3	4	5	6	7
e.	1	2	3	4	5	6	7

N/A = Not applicable

Q7. Your experience of the way your clinician worked with other healthcare professionals at your last visit

Please rate each statement

Statements	Poor	Fair	Good	Very good	Excellent	N/A	Don't know
a.	1	2	3	4	5	6	7
b.	1	2	3	4	5	6	7
c.	1	2	3	4	5	6	7
d.	1	2	3	4	5	6	7
e.	1	2	3	4	5	6	7

N/A = Not applicable

Q8. Thinking about your experience with the general practice over the past year

Please rate the practice on the following

Statements	Poor	Fair	Good	Very good	Excellent	N/A	Don't know
a.	1	2	3	4	5	6	7
b.	1	2	3	4	5	6	7
c.	1	2	3	4	5	6	7
d.	1	2	3	4	5	6	7
e.	1	2	3	4	5	6	7

N/A = Not applicable

Q9. If you could change one thing about the practice, what would you change?

Please write your ideas below:

Some things about you...

Q10. Are you?	Q11. Do you consider yourself to be of Aboriginal and/or Torres Strait Islander descent?
1 Male 2 Female	1 Yes 2 No
Q12. Have you been to another general practice in the last year?	Q13. Which languages do you speak at home? Tick all spoken
1 Yes 2 No	1 English
Q14. What is your age?	2 Arabic
1 15 – 24 years	3 Cantonese
2 25 – 44 years	4 Mandarin
3 45 – 64 years	5 Vietnamese
4 65 years or over	6 Hindi
5 Don't wish to say	7 Greek
Q15. How long have you been coming to this practice?	8 Other
1 Less than 1 year	Q16. Do you have any of these concession cards?
2 1 – 2 years	1 Health Care Card
3 3 years or more	2 Pensioner Concession Card
4 Not sure	3 Any Veterans' Affairs treatment entitlement card
Q17. How many times have you visited this practice over the past 12 months?	4 Not covered by any concession card
1 Only this visit	Q18. What is the highest level of education you have reached?
2 2 – 5	1 Some high school
3 6 – 10	2 Completed high school
4 11 or more	3 Currently studying for a degree or diploma
5 Not sure	4 Completed a trade or technical qualification
Q19. Was this visit for yourself or someone you are caring for?	5 Completed a degree or diploma
1 Self	6 Postgraduate degree
2 Someone else	

Measuring a speciality

Note: this will require an additional page for the questionnaire. Replace words in angle brackets <...> with the speciality being included.

Q20. Are you aware that this practice specialises in <speciality>?

Speciality 1 Yes 2 No 3 Not sure

Q21. Have you ever received treatment at this practice for <speciality>?

Speciality 1 Yes 2 No 3 Not sure

Q22. Thinking about your experience of <speciality> at this practice?

Please rate the practice on how it

Statements	Poor	Fair	Good	Very good	Excellent	N/A	Don't know
a. Helped you understand your <speciality> condition	1	2	3	4	5	6	7
b. Explained the purpose of tests and treatment	1	2	3	4	5	6	7
c. Involved you in decisions	1	2	3	4	5	6	7
d. Allowed you to have the final choice about tests	1	2	3	4	5	6	7
e. Allowed you to have the final choice about treatments	1	2	3	4	5	6	7
f. Understood how the <speciality> condition affected your life	1	2	3	4	5	6	7
N/A = Not applicable							

Thank you for taking the time to complete this questionnaire.

Please put the survey in the secure box provided at reception when you have finished.

Attachment 4: Staff instruction guide on administering the questionnaire

Introduction

This attachment is a guide for patient selection which practices can use to provide guidance to their staff. This guide suggests an approach to conducting the questionnaire in your practice.

This guide includes suggestions relating to:

- the total number of completed questionnaires (the sample) required for your practice
- how to select a sample of patients
- how to recruit the selected patients
- managing the patient sample.

How many completed questionnaires are required?

The *Patient feedback guide: Learning from our patients* (updated August 2014) requires practices to obtain completed questionnaires from at least 30 patients for each FTE GP. If you wish to gather information about the individual GPs in your practice, you are required to collect 50 completed questionnaires from patients who regularly see each GP, regardless of the GP's FTE. In this case, the questionnaires will need to be coded to identify which GP they relate to. This code could be a number or colour on the top of the questionnaire.

Patient selection

Careful patient selection means questionnaire results can be generalised to describe those attending your practice. As such, it is important patients are selected randomly and every patient has an equal chance of being selected.

Patients recruited to complete the questionnaire should be randomly selected on every day of the week and at different times throughout the day. Selecting every nth patient who comes into the practice – every fifth or tenth is common – is the best method for gathering an appropriate sample.

Patients should not be allowed to nominate themselves, nor should practice staff select patients they think will want to complete the questionnaire or provide positive responses.

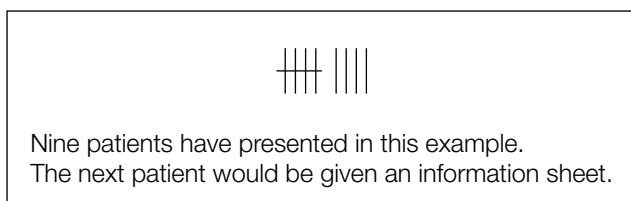
Patients who are selected should be reminded that all responses are anonymous and they do not have to complete the questionnaire if they do not wish to. It is up to the individual patient to choose whether or not they will participate.

The practice staff member responsible for selecting patients needs to reassure them that choosing not to do the survey is not a problem and will not affect their treatment.

Once you have decided on the way you are going to select respondents, you must follow the same method. If you have decided every fifth patient will be asked to complete the questionnaire and the tenth patient refuses, then the fifteenth patient will be the next person asked.

If the person handing out the questionnaires writes down the number of patients who visit the practice through the day and gives one to every fifth patient, they can then draw a line through the count and start again each time (see *Figure 1*).

Figure 1. Keeping count of patients



Managing the process

The questionnaires given back to the practice at the end of each day should be checked and sequentially numbered for ease of data entry. They should then be bundled (large elastic bands or bulldog clips are suitable) and kept in a secure, locked storage.

The number of completed questionnaires should be tallied until the required number of completed questionnaires is reached.

Attachment 5: Sample data entry and reporting spreadsheet

Attachment 5 is a Microsoft Excel file you can use in the data analysis process. It is freely available on the RACGP website, www.racgp.org.au/your-practice/standards/resources/patient-feedback/practice-specific. Information on how to use the spreadsheet is provided below.

Data entry spreadsheet

This spreadsheet includes a worksheet in which patient responses will be recorded.

The spreadsheet is designed to use the number of questions and scales for responses in the questionnaire template with five questions for each domain. The standard demographic questions are also designed for easy data entry.

After data entry is completed, the results will be calculated and presented in the results spreadsheet.

Preparing the data entry spreadsheet

The data entry spreadsheet has been set up for 500 questionnaires. If you need to enter in responses for more than 500 questionnaires, use the 'insert columns' function as required.

Copy and paste the questions from your questionnaire for each domain into both the data entry and results spreadsheet where indicated.

If your questionnaire has more than five questions for any of the domains, you will need to insert additional rows in the data entry spreadsheet. You will also need to insert additional rows into the results spreadsheet as appropriate, ensuring you copy the formula from the row above in the 'rating' column. This will ensure all responses are counted in the response spreadsheet.

Entering data into the data entry spreadsheet

Enter the responses for each completed questionnaire into the data entry spreadsheet. You can do this by entering the numbers corresponding to each response provided in the relevant cell or by selecting the response provided from the drop-down menu in the relevant cell.

Any responses provided to open-ended questions should, at a minimum, be typed verbatim, ensuring any identifying information is removed. Key quotes should then be reviewed to highlight themes. These can then be used in the final report.

Electronic storage

Data entered into the Microsoft Excel spreadsheet (or alternative data entry and analysis system) should be kept within a secure area of the practice's computer system. Access should be password-protected and restricted to personnel who are working with the data.

Attachment 6: Pre-testing guide for practice-specific patient experience surveys

Introduction

This attachment will assist your practice to pre-test your questionnaire.

You are required to conduct a pre-test prior to submitting your application to RACGP. A pre-test is undertaken by administering the questionnaire to a small and representative number of patients to ensure the questions are easy to understand and respond to. The pre-test should identify reasons for any questions that have not been completely answered, as well as why any patients refused to respond to particular questions.

Instructions for staff preparing for the pre-test

Before the pre-test:

1. Determine which questions are to be included in your questionnaire and insert them into the template.
2. If using sample *Patient information sheets* (*Attachment 1*), review and adjust them for your practice. These sheets should be printed on your practice letterhead.
3. Identify the number of patients you plan to recruit to complete the questionnaire (10 will be sufficient for the pre-test).
4. Print the required number of *Patient information sheets* and questionnaires.
5. Review the *Patient information sheets* with reception and clinical staff.
6. Make any necessary changes after obtaining feedback.
7. Set up data entry template (or alternative data entry and analysis method).
8. Brief receptionist/s on how to select every fifth patient (or alternative sampling technique)

Conducting the pre-test:

1. Recruit at least 10 patients.
2. Have each patient complete the questionnaire.
3. If possible, speak to each patient after they have completed the questionnaire to ask about the process and to test any new questions designed by the practice.
4. A very short additional questionnaire is included below which seeks patients thoughts on the questionnaire and also asks for permission to contact the patients at home. This questionnaire can be printed on your practice letterhead and used for the pre-test if you wish.
5. Review the process for conducting the survey with reception staff in order to identify any difficulties with sample selection.
6. Enter data from pre-test respondents into the data entry template (or alternative data entry and analysis method).

A pre-test allows changes to be made before the survey is fully implemented. These changes may be to the questions or to the operational procedures. Areas to consider:

Sample selection:

- Were reception staff able to select every fifth patient?
- Should patients be selected more or less frequently?

Response rates:

- Did all patients selected collect their questionnaires?
- Did they complete them?
- Did they return them?
- What did patients say when the questionnaire was given to them?

By identifying reasons why patients did not agree to or did not complete the questionnaire, adjustments can be made to the process to improve responses without loss of data.

Time patients took to complete the questionnaire:

- Was it too long?
- Were all questions completed?

Practice staff understanding their roles and tasks:

- Did the staff have any problems?
- How could the process be improved?

Data entry:

- Was the data entry easy?
- How much time did it take?
- Were there any errors?
- Were the results surprising?

If any changes need to be made as a result of the pre-test, you must review and revise the questionnaire and procedures. In this case, you must discard the original pre-test responses and the revised questionnaire should be also pre-tested.

If no changes are identified, you can use the responses received in the pre-test as part of the required number of completed surveys in the main survey.

Additional questions for the pre-test process

Q23. How would you rate the survey according to the following?

Please rate each statement

Please rate the practice on

Statements	Poor	Fair	Good	Very good	Excellent	N/A	Don't know
a. Easy to understand	1	2	3	4	5	6	7
b. Relevant to your experience of the visit	1	2	3	4	5	6	7
c. Easy to complete	1	2	3	4	5	6	7
d. The comfort of the place where you completed the survey	1	2	3	4	5	6	7
e. Quick to complete	1	2	3	4	5	6	7
f. Processes to ensure your response was confidential							

N/A = Not applicable

Q24. Was there anything about the survey that was not clear?

Please write your ideas below

Q26. Would you allow someone from the practice to telephone you at home to discuss the survey

1 Yes	Please give the telephone number (The survey is not linked to your medical record to protect your privacy) Telephone number for contact
2 No	
3 Not sure	

Thank you for taking the time to complete this questionnaire.

Please put the survey in the secure box provided at reception when you have finished.



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