



Palliative Medicine and Patient Feedback for Revalidation

Background

Following a survey of APM members, 10% of individuals who completed it, expressed concern about collecting patient feedback. Concerns included the burden to patient receiving questionnaires and difficulties in the process. The Professional Standards Committee, in line with the GMC, feels that collecting patient feedback in the majority of situations should be possible. However it also recognises the concern of doctors working in this specialty. In response to this, a brief document of the guidance has been written and suggestions on how to collect patient feedback based on APM members experience has been issues. These ideas are not exhaustive and should you have further ideas that may help other members of the APM please contact Fiona Bailey (fionabailey1@nhs.net) so these can be shared.

Why do I need to collect patient feedback?

The GMC states that the purpose is to provide you with information about the way you work through the eyes of those you treat and is intended to help inform further development. It provides the opportunity for your patients to reflect on your professional skills and behaviour

How often do I need to collect patient feedback?

For revalidation this is required once every five years. The RCP advice is to undertake this early in the cycle in case this needs to be repeated.

How should I administer the questionnaire?

The questionnaire should ideally be administered independently of the doctor or appraiser. Please see ideas and suggestions section below

I work in two different sites. Who should I give the questionnaire too?

Where possible, the range of patients providing feedback should reflect the range of patients you see.

What questionnaire do I use?

Your employing organisation may require you use a specific questionnaire. The GMC and the RCP both have questionnaires that can be used. The RCP questionnaire is preferred by this author.

Do I need to collect patient feedback?

The GMC states that one of the principles of revalidation is that patient feedback should be at the heart of doctor's professional development. There should be an assumption that you should collect feedback. If patients are not able to complete the questionnaire then consider asking family members or carers to complete the questionnaire. If you still feel this is not possible this needs to be discussed with your appraiser.

Ideas and Systems currently being used by APM members:

These are not exhaustive and are ideas only to help you collect patient feedback

General considerations

A letter is needed to explain to the patients or their carer what the questionnaire is for.

An envelope will be needed addressed to an independent person who will do the collation.

Questionnaires should be given out as soon as possible after the clinical consultation so the patient knows who they are referring to.

When giving out consecutive questionnaires you may want to consider recording reasons you didn't give individual patients questionnaires and this will demonstrate and support the quality of your supporting information

Suggestions for doctors working in the community

- In the outpatient setting these can be administered by the receptionist.
- The advice is that this should not be administered by the doctor. However at home this is a challenge. If doing a joint visit with another healthcare professional you could ask them to give the questionnaire to the patient. In any event a stamped addressed envelope could be given for it to be returned anonymously to the agreed collation point.

Suggestions for doctors working on a hospice inpatient unit

- Inpatient feedback. Following a ward round identify with the nurse in charge who it would be appropriate to give the questionnaire to. Once this is decided then a nurse or an appropriate member of the administration team could give them out.
- Not all doctors are being revalidated at once so consider only one doctor on the ward undertaking this at once to reduce the burden to patients

Suggestions for doctors working in a hospital setting

Most hospitals will have local guidelines on systems for collection and you will need to follow these

- Outpatients. Administered by the receptionist
- Inpatients. Following a ward round identify who would be able to fill in a questionnaire and ask an appropriate individual to hand the questionnaire out. This maybe another healthcare professional in the team or the ward clerk.

Useful references

GMC: Supporting Information for Appraisal and Revalidation

RCP: Supporting information for Appraisal and Revalidation: Guidance for Physicians