A guide to collecting patient feedback

Patient feedback on the consultation can be invaluable when reflecting on your own consultation skills and behaviours. The patient is the only person who can tell you if they felt a true partner in the discussion, that their own ideas and concerns were acknowledged and that they were involved in decision making.

We have provided two patient questionnaires, one relating to a medicines consultation and another which relates to a public health consultation.

If collecting patient feedback is new to you we have also provided some suggested script for you to use.

Hints and tips:

- allow your patients to feedback anonymously, ask them to drop the questionnaire into a questionnaire box in the consultation room
- ask the patient to complete the questionnaire immediately after the consultation, perhaps leave them alone in the consultation room to do this
- collect a range of feedback from different types of consultation
- bear in mind that some consultations are of a sensitive nature and it may not always be appropriate to ask a patient for feedback. You should apply your professional judgment to each case.

Suggested script to approach patient feedback:

“As part of my ongoing development, I am focusing on my consultations skills. Would you be happy to help me with this by completing a feedback form following today's consultation? The form is anonymous and will be treated in confidence”