

APPENDIX IV: VIEW AND RELEASE PSQ

After a valid review has been created, see page 19, an educational supervisor can view and release the results of the PSQ to the trainee to view. Follow the steps below to view and release the PSQ:

1. Click on 'Select a Trainee' from the menu.
2. Locate the trainee whose results you wish to release and then click to view the trainee summary page.
3. Click on 'Evidence' on the menu bar.
4. Select the correct review period using the drop down box and then click on 'PSQ'.

GP TraineeK

Review

Forms submitted between 01/02/2008 and 02/08/2008

Summary MSE miniCEX DOPS CbD COT CSR PSQ

PSQ

Patient Satisfaction Questionnaire

Submission Summaries (1)

View a blank form	Click here
Print blank form to be copied for patients to complete	Click here
Produce a ticket code for entering patients's responses	Click here

5. Click on the 'View Forms' button.
6. You are now able to view the submission before releasing it.
7. Scroll to the bottom and add any comments you wish to make. Please note that these comments are viewed by the trainee.
8. Once you are happy with the submission, click on the confirmation drop down box and select 'Release scores to trainee'.
9. Click on 'Confirm' to release.

View Submission Details

Submission Date: 01/02/2008
Name: Dr GP TraineeK
Number of PSQ's filed: 40

	Low	High	Mean	Peer Mean	Median	Peer Median
Q1. Making you feel at ease... (being friendly and warm towards you, treating you with respect, not cold or abrupt)	7	7	7	4	7	4
Q2. Letting you tell "your" story... (giving you time to fully describe your illness in your own words, not interrupting or diverting you)	7	7	7	4	7	4
Q3. Really listening... (paying close attention to what you were saying, not looking at the notes or computer as you were talking)	7	7	7	4	7	4
Q4. Being interested in you as a whole person... (asking/following relevant details about your life, your situation, not treating you as "just a number")	7	7	7	4	7	4
Q5. Fully understanding your concerns... (communicating that he/she had accurately understood your concerns, not overlooking or dismissing anything)	7	7	7	4	7	4
Q6. Showing care and compassion... (seeming genuinely concerned, connecting with you on a human level, not being indifferent or "detached")	7	7	7	4	7	4
Q7. Being positive... (having a positive approach and a positive attitude, being honest but not negative about your problems)	7	7	7	4	7	4
Q8. Explaining things clearly... (fully answering your questions, explaining clearly, giving you adequate information, not being vague)	7	7	7	4	7	4
Q9. Helping you to take control... (exploring with you what you can do to improve your health yourself, encouraging rather than "lecturing" you)	7	7	7	4	7	4
Q10. Making a plan of action with you... (discussing the options, involving you in decisions as much as you want to be involved, not ignoring your views)	7	7	7	4	7	4
Q11. How would you rate your consultation with this doctor today?	7	7	7	4	7	4

Comments for the trainee (these will be viewed by the trainee with the summary)

Confirmation: