

Relationship with patients form

Please complete this form and add it to your **Appraisal and Revalidation portfolio**.

What do you think are the main strengths and weaknesses of your relationships with patients?

Examples of documentation you might refer to and supply: information for patients about services in the practice(s) in which you work; any complaints material, including your handling of it; appreciative feedback; patient survey data (as appropriate); relevant significant event reports; peer reviews; protocols, e.g. for handling informed consent in the practice(s) in which you work. You might be able to obtain some of this information from the practices in which you have worked over the last year.

Strengths:

Approachable.

Father and grandfather.

Support by good and enthusiastic staff.

Weakness:

Too soft on patient needs and requests,

Appointments run late and frequent telephone interruptions of consultations.

How do you feel your relationships with patients have improved since your last appraisal (or in the last year if this is your first appraisal)?

Staff stability and morale is greatly increased following partnership changes. Regular team meetings that are more planned and structured. Decision-making process improved with delegated responsibility for specific actions.

Result is that patient care has improved and long-standing issues dealt with.

Patient relationships very good and measured by survey and feedback from patient liaison group.

What would you like to do better? What do you think are your current development needs in this area?

This is in preparation for agreeing an updated PDP.

Improve waiting times for routine appointments.

Reflect on some consultations that went well or badly, and also video some consultations.

Read about patient-centred care and effect on communication.

Understand stress, its effect on personal well-being and how to make effective changes to reduce stress levels.

What factors in your workplace(s) or more widely constrain you in achieving what you aim for in your patient relationships?

What can be addressed locally?

Overall time available to patients is at a premium. Consultation time available reduced by constant interruptions and often late starting surgery.

Lack of openness with colleagues about these issues.

Documents list

Patient survey.

Letters of thanks from patients.

Complaints details.

Audit of surgery time-keeping and interruptions.

Name:

Signed:

Date:

Example