

PATIENT FEEDBACK FORM

Doctor's appointments and patient care are a collaboration. **By using this form, you can give feedback on the doctor's interaction and cooperation skills and help them develop in their work.**

The feedback survey is part of medical training.

Filling out the form is voluntary and answering or not answering will not affect your treatment.

Complete the survey anonymously and return it according to the doctor's instructions. Your feedback will be processed anonymously among other feedback. The form meets EU data protection criteria.

The doctor you met:

Year _____

How do these statements describe your experience at the appointment?

Claim	Totally agree	Partially agree	Partially disagree	Strongly disagree	I can't say	What went well, what needs to be improved?
The doctor listened to me.						
I had the opportunity to share my worries and fears.						
I took part in deciding about my own treatment.						
The follow-up plan is understandable and clear to me.						
After the appointment, I feel better about coping with my health problem/illness than before the appointment.						

Other comments about the appointment

Thank you for your answers!

INSTRUCTIONS FOR USING THE FORM

- The information collected on this form is intended to be used in a pre-arranged meeting between the trainer and the specializing doctor with a set goal. The trainer's most important task is to help the specializing doctor to reflect.
- The tool is used to collect patient feedback on the doctor's activities either after remote or face-to-face appointments.
- No information identifying the patient should be entered in the form. **Identity protection must be ensured at all stages of processing the form.**
- To safeguard data protection, feedback is requested from all patients, for example for a period of one week.
- The form can be given to the patient in diverse ways (for example, after the appointment, mailed to their home, send by an electronic feedback link by e-mail or SMS).
- The feedback is directed **to the trainer**, who prepares a summary of it for use in the guidance discussion.

Selection of cases

For example, it is possible to select cases in the following ways:

- Maternity and child health clinic, emergency care, non-urgent appointment
- As widely as possible from different kinds of patients or relatives

Guidance discussion

- Approximately 30–60 minutes will be reserved for processing feedback.
- In processing the feedback, a coaching approach is used. The specializing doctor tells their own observations about the feedback first, and after that the trainer uses questions to elaborate the reflections of the specializing doctor.
- At the end of the discussion, the specializing doctor prepares a plan for their own development with the support of the trainer. This plan together with a summary of feedback is saved in ELSA.
 - **Feedback given by an individual patient must not be stored in ELSA.**

Literature:

1. Olsson JE, Wallentin FY, Toth-Pal E, Ekblad S, Bertilson BC. Psychometric analysis of the Swedish version of the General Medical Council's multi source feedback questionnaires. *Int J Med Educ.* 2017 Jul 10; 8:252-261
2. Olsson JE, Ekblad S, Bertilson BC, Toth-Pal E. Swedish adaptation of the General Medical Council's multisource feedback questionnaires: a qualitative study. *Int J Med Educ.* 2018 Jun 15; 9:161-169
3. Tolvanen E, Koskela TH, Helminen M, Kosunen E. Patient Enablement After a Single Appointment With a GP: Analysis of Finnish QUALICOPC Data. *J Prim Care Community Health.* 2017 Oct; 8(4):213-220.
4. Vainiomäki P, Helin-Salmivaara A, et al. Guidance for competence, insight and the joy of success – A guide to specialisation in general medicine. Patient satisfaction form, Doctor's form at the reception. Duodecim 2013. <https://www.duodecim.fi/tuotteet-ja-palvelut/koulutus/julkaisut/lomakkeet/>
5. M.Kuusela. General practitioner's appointment – perspectives on quality. (GP'S consultation – perspective on quality.) University of Turku, Faculty of Medicine, General Medicine and Public Health, University of Turku: University of Turku/University of Turku; 2014. <http://urn.fi/URN:ISBN:978-951-29-5688-3>