



ANZCA and FPM CPD Program

Patient satisfaction survey (pain medicine) – summary form

The administrator uses this form to summarise and de-identify the patient experience survey responses from individual patients.

Provide the only copy of this completed form to the specialist pain medicine physician and delete this file from your records.

Please confidentially destroy the individual response forms after you have collated them into this summary; do not provide them to the specialist.

Administrator’s name: _____

Administrator’s role and place of work: _____

Date of form completion: _____

Specialist pain medicine physician’s name: _____

Number of completed survey forms: _____

Number of forms completed by someone other than the patient:

	Parent/ caregiver of a child	Caregiver of a dependant adult	Interpreter	Other	Total
Responses					

For the questions below, record the number of patient responses in the allocated boxes

for the answers ‘yes or no’ and ‘rating from 1 to 5’, where:



1 is poor



5 is excellent

Summary of patient genders								
Summary of country of birth								
Summary of preferred languages								
Age	<18	18-24	25-34	35-44	45-54	55-64	65-74	75 or older
Responses								

1. Introducing themselves to you.	1	2	3	4	5
Responses					
2. Being polite.	1	2	3	4	5
Responses					
3. Making you feel at ease (being friendly, not cold or abrupt).	1	2	3	4	5
Responses					
Comments					
4. Assessing your pain (understanding your condition, asking/knowing details about your situation).	1	2	3	4	5
Responses					
Comments					
5. Explaining the treatment to you (explaining clearly, giving you enough information, not being vague).	1	2	3	4	5
Responses					
Comments					

6. Involving you in decisions about your treatment encouraging (talking with you; rather than 'lecturing you').	1	2	3	4	5
Responses					
Comments					
7. Answering all your questions (listening and paying attention to what you were saying, not overlooking or dismissing your concerns).	1	2	3	4	5
Responses					
Comments					
8. The pain medicine specialist was approachable.	1	2	3	4	5
Responses					
9. I had confidence in the pain medicine specialist.	1	2	3	4	5
Responses					
Comments					
10. I would be happy to see the pain medicine specialist again.	1	2	3	4	5
Responses					
Comments					

11. If you had a positive experience, please tell us about it.

Comments

12. If you had a negative experience, please tell us about it.

Comments

13. Do you have any suggestions about how we could improve our service and care?

Comments