



## **ANZCA and FPM CPD Program**

### **Patient experience survey (procedures in 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*

<b>SPMP is the patient's usual pain doctor</b>				Yes		No		
<b>Age</b>	<18	18-24	25-34	35-44	45-54	55-64	65-74	75 or older
Responses								

Rating of the SPMP's behaviours					
<b>1. Being approachable and polite.</b>	1	2	3	4	5
Responses					
Comments:					
<b>2. Assessing your pain (understanding your condition, asking details about your pain).</b>	1	2	3	4	5
Responses					
Comments:					
<b>3. Clearly explaining the procedure to you, including how to prepare, what to expect during and after the procedure, potential risks and benefits, and any costs.</b>	1	2	3	4	5
Responses					
Comments:					
<b>4. Answering all your questions regarding the procedure (listening and paying attention to what you were saying, not overlooking or dismissing your concerns).</b>	1	2	3	4	5
Responses					
Comments:					

<b>5. Ensuring adequate staff providing appropriate care to you throughout the process of the procedure (including anaesthetist, nursing staff and radiographer)</b>	1	2	3	4	5
Responses					
Comments:					
<b>6. Making you feel safe with the care provided by the staff and the facility where the procedure took place.</b>	1	2	3	4	5
Responses					
Comments					
<b>7. Assessing you after the procedure, and explaining whether any difficulties or complications were encountered</b>	1	2	3	4	5
Responses					
Comments					
<b>8. Providing you with instructions on discharge and follow up arrangement.</b>	1	2	3	4	5
Responses					
Comments					

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

Comments

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

Comments

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

Comments