



ANZCA and FPM CPD Program

Paediatric patient/parent satisfaction survey (anaesthesia) - guideline

Individual activity

Category 1
Practice evaluation
Reviewing
performance

Purpose

This guideline assists anaesthetists, administrators and feedback providers complete the paediatric patient/ parent satisfaction survey.

Activity description

The paediatric patient/ parent satisfaction survey activity obtains feedback on the care patients receive from their anaesthetist and the anaesthesia team, in order to promote critical reflection and improvements in patient care.

Completion of the activity requires an administrator to distribute the survey and collate results. It is recommended, but not mandated, that a feedback provider is selected to discuss the results with the participant undertaking the activity. A group of anaesthetists in a department/practice can choose to complete the patient experience survey for all their patients over a 2- to 6-week period (depending on caseload, as each participant requires a minimum of 15 completed forms).

Related documents

1. [Paediatric patient/parent satisfaction survey \(anaesthesia\) – form](#)
2. [Paediatric patient/parent satisfaction survey \(anaesthesia\) - summary form](#)
3. [Patient experience survey confidentiality and CPD verification form](#)

How to complete this activity

Steps

| Time period | Steps | Complete |
|---------------------|---|----------|
| Prior to the survey | Identify and invite a suitable administrator (a co-worker e.g. administrative staff member, practice manager or nurse). | |
| | Discuss with the administrator that they are responsible for: <ul style="list-style-type: none"> • Selecting patients/parents to be surveyed • Distributing the survey • Ensuring patients/parents do not feel under pressure to respond positively • Following-up on outstanding surveys • Collating results, once a minimum number of surveys is received. | |
| | Ask the administrator to sign the confidentiality section of the Patient experience survey confidentiality and CPD verification form . | |
| | It is highly recommended, but not mandatory, to invite a trusted colleague (feedback provider) to discuss your collated results with you in a confidential setting. This colleague ideally has some experience in providing feedback. | |

| Time period | Steps | Complete |
|----------------------|---|----------|
| | <p>Ask your feedback provider to sign the confidentiality section of the Patient experience survey confidentiality and CPD verification form.</p> <p>Work with the administrator to determine administration methodology with the same timing and method to be used for each responder.</p> <p>To prevent recall bias and satisfaction scores being correlated with the procedural outcome, it is preferable that surveys are completed within 2 weeks of the procedure.</p> <p>Suggested timings are:</p> <ul style="list-style-type: none"> • <u>Inpatients</u>: between 2 and 4 days after surgery, optimally on the morning of the second postoperative day • <u>Day surgery patients</u>: after recovery and prior to discharge • <u>Post-discharge</u>: via electronic system, post or phone call (if doing the survey by phone, ensure a single administrator phones all patients/parents for standardisation). <p>Response rates differ depending on timing and method of administration. It is recommended that the same timing and method be used for each patient experience survey response. If the survey is to be administered via a telephone after discharge, the same survey administrator should be used to contact all patients/parents selected to participate in the survey.</p> | |
| Survey period | <p>Patients/parents of children undergoing elective surgery are informed in advance (e.g., in preadmission packs or when they arrive in hospital prior to a first consultation with their anaesthetist) that they may be asked to complete a paediatric patient/parent experience survey. Sample wording is provided under <i>Patient/parent information</i> below.</p> <p>A group of anaesthetists may choose to complete paediatric patient/parent satisfaction surveys for all department/practice members over a 2- to 6-week period (depending on case load). Some groups/departments may choose to survey all postoperative patients/parents.</p> <p>The administrator distributes 20 - 30 surveys per anaesthetist, noting a minimum of 15 completed forms are required for this activity.</p> <p>To minimise bias, the administrator selects patients/parents who are representative of the scope of the participant's paediatric anaesthesia practice.</p> <p>If using hard copy surveys, these may be returned via a survey deposit box. Patients/parents are more likely to provide honest, valid and reliable responses if they are assured their responses will remain confidential. Along with the survey, patients and/or parents should be provided with an envelope (with the name of the administrator and anaesthetist on the front) in which they can seal the completed survey. The sealed envelopes can then be forwarded to the administrator. This is especially helpful if the department/practice is conducting the survey as a group activity.</p> | |
| | <p>The administrator collates the results of the patient/parent satisfaction survey on the Patient/parent satisfaction survey (anaesthesia) - summary form.</p> | |

| Time period | Steps | Complete |
|--|--|----------|
| Results and feedback conversation | Once a minimum of 15 survey results is collated, the completed summary form is forwarded to the anaesthetist and the feedback provider (if relevant). | |
| | One of the strengths of this process is that patients/parents provide feedback in a confidential manner. The administrator should confidentially delete both the individual patient/parent response forms and the summary form from their records. | |
| | If feedback provision is planned, please share a copy of Practical guidance for CPD feedback conversations with your feedback provider. | |
| | Following the feedback meeting, the feedback provider should confidentially destroy their copy of the summary form. | |
| | The participant asks the administrator and feedback provider, as relevant, to sign the verification section of the Patient experience survey confidentiality and CPD verification form . | |

Patient information example

The following statements could be used to facilitate discussion with patients/parents about the survey:

“Your anaesthetist is the specialist doctor responsible for your child’s safety and comfort during and immediately after your surgery. They do this by:

- *Considering your child’s medical history before the operation and makes sure it is okay for them to have the surgery.*
- *Staying with your child all the time and keeping an eye on their breathing, the action of their heart and their fluid levels during the procedure.*
- *Giving your child medications to control pain and keep them relaxed.*
- *Managing problems if they arise.*

After your child’s surgery you may be asked to complete a paediatric patient/parent satisfaction survey about your anaesthetist and anaesthesia team.

<Select administration method and advise patient accordingly>

- *The survey will be given to you/your child when your child is on the ward.*
- *The survey will be given to you/your child before they go home.*
- *<Insert name of administrator> will contact you by phone the day after your child gets home.*
- *The survey will be given to you before your child’s discharge and should be returned in the postage paid envelope provided.”*

It should only take 10 minutes to complete, and the purpose of the survey is to identify areas where you and your child are satisfied and areas for improvement. We would appreciate your time to participate. Your feedback will remain anonymous.

Receiving feedback: for the participant

CPD activities are intended to promote supportive conversations that assist you to reflect and advance your practice. Engaging in a feedback conversation may on occasions challenge you and raise uncomfortable thoughts and feelings. If this occurs consider seeking out a trusted colleague or friend for support. Confidential wellbeing support is freely available through the college, details can be found on the [website](#).

Using a different tool

If you choose to use a different tool for the Patient/parent satisfaction survey (anaesthesia) activity, ensure it was developed to measure paediatric patient/parent experiences in the perioperative/peri-procedural period and is relevant to your scope of practice.

ANZCA and FPM CPD portfolio recording

Participants record this activity under

Category 1 *Practice evaluation – reviewing performance: Patient experience survey*, with the [Patient experience survey confidentiality and CPD verification form](#) uploaded as evidence.

Feedback providers who are also CPD participants record this activity under

Category 2 *Knowledge and skills: Review of ANZCA/FPM Fellows*, with the [Patient experience survey confidentiality and CPD verification form](#) uploaded as evidence.

Optional related activities

1. Critical reflection

You may choose to undertake a *Category 1 Practice evaluation – reviewing performance: Critical reflection* activity on the patient/parent satisfaction survey results and develop a plan for practice change. This facilitates ‘closing the loop’ by reflecting on specific actions that can improve patient care.

Change control register

| Version | Author/s | Reviewed by | Approved by | Approval date | Sections modified |
|---------|----------------------------------|---------------------------|---------------|---------------|---|
| 1 | Advancing CPD 2013 Working Group | CPD team | CPD Committee | 2013 | Created |
| 2 | | CPD team DPA education | | 2023 | <ul style="list-style-type: none"> Updated branding and formatting Incorporated change control register |