

## Appendix 1: The 23-item Patient Feedback Questionnaire and its five domains

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### ***Interpersonal skills***

- 1 Instilling confidence and trust, being open.
- 2 Taking a holistic approach, showing empathy, considering the patient's personal situation and concerns
- 3 Being 'good with people,' caring and courteous, putting the patient at their ease, not patronizing, taking them seriously.
- 4 Being positive and reassuring.
- 5 Demonstrating respect for the patient, their privacy and dignity.

### ***Communication of information***

- 6 Giving clear, understandable explanations about diagnosis and treatment, and when conducting an examination.
- 7 Eliciting information from patients about their symptoms and concerns, letting them 'tell their story' and asking about their personal life where appropriate.
- 8 Being thorough in discussion, encouraging and answering questions.
- 9 Listening carefully and sympathetically.

### ***Patient engagement and enablement***

- 10 Helping the patient to understand and cope with their illness or condition, health and treatment.
- 11 Involving the patient in decisions about care and treatment.
- 12 Providing advice to enable patients to keep healthy.
- 13 Providing information to support self-care, for example about how to take medication when to return for follow-up care, test results etc.
- 14 Helping the patient to access other sources of information or support, for example written information, helpline, websites.
- 15 Giving information about risk in a clear and comprehensible manner.
- 16 Promoting health literacy, helping patients build skills to access and interpret information.

### ***Overall satisfaction***

- 17 Overall levels of satisfaction.
- 18 Whether the patient would recommend this doctor to a friend or family member.
- 19 Whether the patient would choose this doctor in future.

### ***Technical competence***

- 20 Expected/thorough screening or diagnostic procedures were carried out.
  - 21 In physical examinations or procedures levels of pain or discomfort were kept to a minimum.
  - 22 A plan to manage a chronic condition had been developed with the doctor.
  - 23 Expected preventive procedures had been offered (such as a flu vaccination for patients over sixty-five).
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