**Patient survey (PS)**

**Purpose**: To evaluate the pharmacist’s communication and consultation skills from the patient’s perspective

**FOR PATIENT COMPLETION**

|  |  |
| --- | --- |
| **Date of assessment** |  |

**Instructions**

Dear patient,

We would be grateful if you would complete the questionnaire about your consultation with the pharmacist today. The pharmacist that you have seen is a fully qualified pharmacist who is working towards becoming an advanced pharmacist.

Feedback from you in this survey will enable them to identify areas that may need improvement. Your opinions are therefore very valuable. Please answer all the questions below honestly. There are no right or wrong answers and the pharmacist will not be able to identify your individual responses.

Thank you.

Please rate the pharmacist based on the following:

1. **Making you feel at ease…** (being friendly and warm towards you, treating you with respect; not cold or abrupt)

Poor to Fair  Fair  Good  Excellent

1. **Letting you explain things…** (giving you time to fully describe your condition in your own words; not interrupting you)

Poor to Fair  Fair  Good  Excellent

1. **Really listening to what you had to say…** (paying close attention to what you were saying; not looking at the notes or computer as you were talking)

Poor to Fair  Fair  Good  Excellent

1. **Being interested in you as a person…** (asking/knowing relevant details about your life, your situation; seeing the whole picture and not just your condition)

Poor to Fair  Fair  Good  Excellent

1. **Fully understanding your worries and concerns…** (checking that they had accurately understood your concerns; not overlooking or dismissing anything)

Poor to Fair  Fair  Good  Excellent

1. **Showing care and compassion to your situation…** (seeming genuinely concerned, connecting with you on a human level, seeing things from your point of view; not being indifferent, cold or detached)

Poor to Fair  Fair  Good  Excellent

1. **Being positive…** (having a positive approach and a positive attitude; being honest but not negative about your problems)

Poor to Fair  Fair  Good  Excellent

1. **Explaining things clearly…** (fully answering your questions, explaining clearly, giving you enough information; not being vague or using lots of words you didn’t understand)

Poor to Fair  Fair  Good  Excellent

1. **Helping you to feel in control of your health…** (exploring with you what you can do to improve your health yourself; encouraging rather than lecturing you)

Poor to Fair  Fair  Good  Excellent

1. **Making a plan of action with you…** (discussing your options, involving you in decisions as much as you want to be involved; not ignoring your views)

Poor to Fair  Fair  Good  Excellent

1. Overall, how would you rate your consultation with this pharmacist today?

Poor to Fair  Fair  Good  Excellent