

Patient Satisfaction Questionnaire (PSQ): Best practice for trainee pharmacists and designated supervisors

Introduction

The Patient Satisfaction Questionnaire (PSQ) provides an opportunity for trainee pharmacists to obtain feedback on their consultation skills in practice, from the perspective of patients.

Patients are invited to anonymously complete the PSQ after a clinically focused consultation with the trainee pharmacist. Clinically focused consultations include responding to symptoms, clinical assessments or consultations which provide an opportunity to demonstrate shared decision-making principles, for example, exploration of treatment options.

The PSQ is a cyclical process which provides a defined approach to continuously obtain direct feedback from patients once the process is initiated. The PSQ cycle can be closed periodically to enable a review of the outcome, with the opportunity to continue obtaining feedback that can be reviewed at a future date during the foundation training year.

All feedback received is collated into a report to support a reflective discussion between the trainee pharmacist and their designated supervisor. The PSQ serves to identify areas of strength in the trainee's consultation skills and practice, and areas for development and action.

The PSQ maps to Group A and E activities within the HEE Foundation Year Assessment Strategy and can also be mapped to any GPhC interim learning outcomes, depending on the context of the consultation. A reflective summary, discussed further within this guidance, can be used to evidence the PSQ activity.

The PSQ activity is not mandatory. However, its use is strongly advised to support the trainee's development. The following suggestions for best practice will support trainee pharmacists and designated supervisors with the PSQ, from initiation through to feedback provision, interim and final close of the process.

Initiating the PSQ cycle

- The trainee's programme timeline should be considered to determine the best period to initiate and disseminate the PSQ. This is particularly important for those trainees who have rotations within or across placement sites, and those undertaking split-sector placements.
- The PSQ can be undertaken at any time during the training year. Any open PSQ cycle should be closed before the final sign-off at the end of the training year by the designated supervisor. Although the number of PSQ cycles within the training year is unlimited, **it is advised to aim for one cycle for the remainder of the current foundation training year (2021/22) for those who wish to utilise the PSQ.**
- Where a trainee pharmacist has more than one designated supervisor, the designated supervisor responsible for PSQ cycle sign-off should be agreed and confirmed before the start of the relevant PSQ dissemination.

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- The trainee pharmacist will need to start the PSQ cycle within the e-portfolio. This will generate a unique QR code for the trainee's questionnaire. Once generated, the QR code remains active for 60 days.
- The feedback cycle can continue after the initial 60 days, but the trainee will be required to generate a new QR code to allow new patients to complete their questionnaire.

Disseminating the PSQs

- The trainee pharmacist and their designated supervisor should agree on the most feasible strategy for PSQ dissemination to achieve the minimum required number of responses within a reasonable timeframe. This will depend on the setting and opportunities available for patient interactions. Trainee self-selection of patient feedback providers should be avoided to obtain a true reflection of the trainee's consultation skills. Feedback within this context should **not** be sought from colleagues and other trainee pharmacists. The Multisource Feedback Tool (MSF) is a more suited tool for this.
- An unlimited number of individuals can be approached to provide feedback. Trainee pharmacists are advised to invite enough individuals to ensure a minimum number of 10 responses. While the nature of consultations with patients can vary dependent on the service provision, it is not ideal to include an individual more than once in the same PSQ cycle. They can be included in a subsequent PSQ cycle.
- Directions on how to initiate the PSQ are covered within the e-portfolio user guides and the PSQ video, along with a flow diagram of the PSQ process on the [HEE website](#).
- Suggestions to maximise dissemination opportunities and to achieve the required response rate include:
 - A display of the trainee pharmacist's QR code in an appropriate location within the immediate work environment.
 - The use of a digital device, such as a tablet, to support those with limited access due to technological challenges.
 - Informing colleagues within the immediate working environment about the PSQ, ideally those who will be in contact with patients and carers. This will aid trainee pharmacists to publicise the questionnaire, to support dissemination and completion.
 - Using a delegate (colleague) to support individuals who may find accessing and completing the PSQ a challenge within the workplace environment. For example, those who are visually impaired or have challenges with dexterity may be supported to access and complete the PSQ using a tablet within the workplace.

Monitoring and closing the PSQ

- Although the PSQ initiation is trainee-led, the monitoring and close of the PSQ cycle is led by the designated supervisor.
- The designated supervisor can view the number of responses received and should communicate this to the trainee pharmacist, to enable them to act if more responses are required.
- If the designated supervisor decides that, despite meeting the minimum threshold, the feedback is insufficient, they can leave the cycle open and communicate to the trainee pharmacist to collect more feedback.
- The designated supervisor can close the PSQ cycle once the minimum number of responses has been achieved, OR once they are satisfied with the number of responses

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received. Once the designated supervisor closes the PSQ cycle, they must inform the trainee pharmacist to prevent further requests to complete the PSQ for the respective cycle.

- Once the process is closed, or the 60-day PSQ timeline is reached, the QR code is then transferred to the next round. The QR code can still be used, but any responses received will not be included in the current PSQ cycle. For technical enquiries please email eportfolio@rpharms.com.
- For subsequent PSQ cycles, a new QR code needs to be generated/printed.

The PSQ report

- A PSQ summary report which includes a heat map and comments will be generated for the designated supervisor to review.
- The designated supervisor can select comments they wish to hide or make visible before publishing for the trainee pharmacist to view.
- Following this, the designated supervisor and trainee pharmacist should meet to discuss the PSQ report.
- The designated supervisor should make a judgement on the most suitable approach, considering that the context of the responders' comments may require immediate discussion with the trainee pharmacist to avoid unnecessary concern.

PSQ report discussion

For general guidance on how to give constructive feedback, please refer to the [HEE Constructive feedback microlearning](#).

Reflection on the PSQ outcome

- The trainee pharmacist should be encouraged to complete a reflective account which can then be mapped to the HEE Foundation Year Assessment Strategy and the interim learning outcomes.
- The trainee pharmacist is also able to include their reflection on the feedback they have received and set any appropriate SMART objectives to guide their development.

The trainee pharmacist is now able to start a new PSQ cycle.

Further information

For further information on the [learning outcomes for the foundation training year 2021/22](#), please refer to the HEE Foundation Year Assessment Strategy and Guide on the [HEE website](#).

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