**Physicians Associate GP Questionnaire**

**Example of questionnaire given to patients.**

Dear Patient

As you may be aware the Physicians Associate (PA) role is a new role in the UK. PA’s are health professionals who are trained practitioners and whilst not doctors work to the medical model and can manage common straightforward medical problems under the supervision of a doctor.

At the moment I am trying to gauge the quality and standard of service that I have provided to you and your feedback will enable me to identify areas that are good and those that may need improvement.

I would be grateful if you complete this questionnaire about your consultation with me at the surgery. There are no right or wrong answers and you will not be identifiable from your responses.

Thank you.

1. **What type of appointment did you have? Please Circle**
* Pre-Booked
* Booked in the last 24hours
* Emergency
1. **What was the broad reason for your visit? Please Circle**
	* A new problem
	* For Health advice
	* Review of condition
	* Other ….please specify:
2. **How long did you wait? Please Circle**
	* Less than 10 minutes
	* 10-30 minutes
	* 30minutes+
3. **How thoroughly did the PA ask you about your symptoms and how you are feeling? Please Circle**

 Poor Good Excellent Does not apply

1. **How well the PA listened to what you had to say? Please circle**

 Poor Good Excellent Does not apply

1. **How well the PA put you at ease during your physical examination?**

 **Please circle**

 Poor Good Excellent Does not apply

1. **How much the PA involved you in decisions about your care? Please circle**

 Poor Good Excellent Does not apply

1. **How well the PA explained your problems or any treatment that you needed? Please circle**

 Poor Good Excellent Does not apply

1. **The amount of time the PA spent with you today? Please circle**

 Poor Good Excellent Does not apply

1. **The PA’s patience with your questions or worries? Please circle**

 Poor Good Excellent Does not apply

1. **The PA’s caring and concern for you? Please circle**

 Poor Good Excellent Does not apply

1. **After seeing the PA today do you feel…..**
	* **Able to understand your problem(s) or illness? Please circle**

Much more than before a little more than before same or less does not apply

* **Able to cope with your problem(s) or illness? Please circle**

Much more than before a little more than before same or less does not apply

* **Able to keep yourself healthy? Please circle**

Much more than before a little more than before same or less does not apply

1. I am interested in any other comments you may have. Please write them here.

The responses from the questionnaire will be used to support the PA role, develop practice and enhance the service provided at the surgery.

Thank you

**Physicians Associate Questionnaire Results**

92 responses were received from a random sample sent out

**1. What type of appointment did you have?**

 Pre-Booked Booked in the last 24hours Emergency

|  |  |  |
| --- | --- | --- |
| 41% | 31% | 28% |

**2. What was the broad reason for your visit?**

A new problem For Health advice Review of condition Other

|  |  |  |  |
| --- | --- | --- | --- |
| 41% | 9% | 33% | 17% |

**3. How long did you wait?**

 Less than 10 minutes 10-30 minutes 30minutes+

|  |  |  |
| --- | --- | --- |
| 51% | 43% | 6% |

**4. How thoroughly did the PA ask you about your symptoms and how you are feeling?**

 Poor Good Excellent Does not apply

|  |  |  |  |
| --- | --- | --- | --- |
| 0% | 42% | 47% | 11% |

**5. How well the PA listened to what you had to say?**

 Poor Good Excellent Does not apply

|  |  |  |  |
| --- | --- | --- | --- |
| 0% | 42% | 55% | 3% |

**6. How well the PA put you at ease during your physical examination?**

 Poor Good Excellent Does not apply

|  |  |  |  |
| --- | --- | --- | --- |
| 0% | 42% | 51% | 7% |

**7. How much the PA involved you in decisions about your care?**

 Poor Good Excellent Does not apply

|  |  |  |  |
| --- | --- | --- | --- |
| 0% | 43% | 42% | 15% |

**8. How well the PA explained your problems or any treatment that you need?**

 Poor Good Excellent Does not apply

|  |  |  |  |
| --- | --- | --- | --- |
| 3% | 39% | 45% | 13% |

**9. The amount of time the PA spent with you today?**

 Poor Good Excellent Does not apply

|  |  |  |  |
| --- | --- | --- | --- |
| 0% | 48% | 46% | 6% |

**10. The PA’s patience with your questions or worries?**

 Poor Good Excellent Does not apply

|  |  |  |  |
| --- | --- | --- | --- |
| 0% | 39% | 48% | 13% |

**11. The PA’s caring and concern for you?**

 Poor Good Excellent Does not apply

|  |  |  |  |
| --- | --- | --- | --- |
| 0% | 38% | 57% | 5% |

**12. After seeing the PA today do you feel…..**

 **Able to understand your problem(s) or illness?**

 Much more a little more same or less DNA

 than before than before

|  |  |  |  |
| --- | --- | --- | --- |
| 27% | 33% | 16% | 24% |

 **Able to cope with your problem(s) or illness?**

 Much more a little more same or less DNA

 than before than before

|  |  |  |  |
| --- | --- | --- | --- |
| 18% | 30% | 22% | 30% |

 **Able to keep yourself healthy?**

 Much more a little more same or less DNA

 than before than before

|  |  |  |  |
| --- | --- | --- | --- |
| 18% | 27% | 25% | 30% |

**13. Any other comments.**

* Although not novel, it is good to have PA’s
* I am very pleased with the professional way in which the PA handled my problems and after applying the medicine prescribed to me my illness is healed. Thank her.
* The PA was understanding of the patients needs (learning difficulties). She spoke to him as well as to the carer…trying to involve him
* I was happy with the service I received
* Very good service
* The PA took the time to phone me at home to see if I was any better – that was very good
* Reassured
* The PA has a good manner – calm and eager to please
* You were generally good
* Good – Happy
* Much better because the PA described patiently why my review was with the PA and not a Doctor
* I was treated very well and felt I was in professional hands
* The PA was very thorough and listened fully. I would not hesitate to see her again
* I found the PA very pleasant and friendly and I was happy the way they dealt with me quickly
* I felt the PA was very polite and didn’t make me fell insecure. PA helped me with the problem I had and again made sure that I left the surgery fully aware of what to do in such conditions
* PA is a wonderful warm and professional person. My daughter felt at ease with her. She listened to my concerns, was very sympathetic and gave us good advice
* The PA asked the Doctor about a consultation. That was very satisfactory for me as well. After the treatment the PA phoned me and asked about my sons health, which is a very big support for me. Thank you
* The PA was very understanding and very thorough with my daughter’s problem. She made sure that she had the right tablets for the right amount of time and it has made a great difference to her skin
* That was the best service I’ve ever had before. I will be happy in the future if that will always be.
* The PA was clearly interested in my case and demonstrated a level of understanding of my then discomfort. Her role is complementary to the surgery’s team
* This is an excellent system, a long overdue improvement
* Hadn’t been aware of PA before my visit. A great idea and being able to see PA almost immediately was a real bonus. Not only helpful in arranging prescription, but I had cause to speak to her again over the phone as instructions from pharmacy confused me. Think this is brilliant and fully support these posts
* I was pleased for the treatment I received
* Organised someone to syringe my ears if I could wait for an hour. Very acceptable to get my hearing sorted out
* Very efficient and understanding. Explained symptoms and treatment
* PA was concerned and interested in my minor problem and treated it with competence, calling on a doctor for additional advice
* As this was an initial visit I did expect my daughter to see a doctor, on making an appointment I did request a doctor and was not told we would be seeing a PA
I am concerned by the very nature of the questionnaire that if I ask to see a doctor that I will have no choice but to see a PA Is this correct?
* Was repeatedly told by receptionist that I could not book in advance with a doctor. Only got appointment with persistence. PA extremely helpful
* It does help when you can talk to your doctor. I find that with some doctors and PA that I can talk. Thank you for your help
* The PA was excellent and made me relax and feel at ease
* I found myself much more at ease than if I was with a doctor
* PA looked after me well
* Very good service given
* I am a bit disappointed that any time you phone for to see a doctor or a nurse you never get the time you want, it makes me so angry because people only phone to see a doctor when you are sick
* Satisfied and comforted
* I felt the PA was adequate for my condition
* Very impressed with this PA More reassuring than seeing a nurse (no offence) She was able to prescribe without waiting for prescription to be signed by a doctor (this can take ages)
* I appreciated the PA seeking the opinion and help of the doctor when confronted by my strange symptoms
* PA was very polite and put at ease instantly
* Satisfied with the response
* I was seen straight away. I thought I would have to make an appointment to see the GP, but was pleased that the PA was able to assist and not make an appointment.

Thank you