## Reflective Template: Patient Surveys

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| This reflective template has been designed to use with SOAR (Scottish Online Appraisal Resource). On completion, please upload this to SOAR for submitting to your appraisal to share with your appraiser. | 3-step guide to completing this form:1. **Save this form** (using “Save As”) to your computer (e.g. My Documents, Desk top), and **rename the file** (e.g. QIA Reflection 2021)
2. Proceed to filling out the form - when finished, **Save** and **Close** the document.
3. **Login to SOAR and Upload** this file from where you had saved it (from step 1) to your current appraisal.
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This template is used for reflecting on a recent Patient Survey Questionnaire (PSQ) which you had done. If you have not done a PSQ, consider the “Patient and Carer Involvement” template instead.

*The boxes will expand automatically as you type into them.*

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**How do you feel about this?**

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| Pleased.Results for all doctors were available which allowed for some benchmarking. |

Your appraiser will need a copy of your survey results to discuss them with you. The aim will be to reflect purposefully on any positive feedback, and on any negative feedback. However, you may wish to consider these questions in advance.

**What positive features have you identified from the feedback?**

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| Apart from 2 fair scores I felt it was all positive. I scored best at making you feel at ease, showing care and compassion and being positive, three things I would take pride in as my strengths. |

**What negative features have you identified?**

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| I had 2 fair rankings, on fully understanding concerns and showing care and compassion. It is impossible to know if these are from the same person who I obviously did not engage well with. My lowest numbers of excellents were with helping you take control and making a plan of action with you. I often find that patients do not want to make choices regarding treatment, and are occasionally put out that you wish them to participate in decisions. |

**What are the possibilities for addressing any concerns that have been expressed?**

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| No real concerns. I will strive to consult to the best of my ability given the time restraints. |