

# Patient Feedback for Accreditation



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Practice Accreditation and Improvement Survey  
(PAIS)



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Helping People Make a Difference

# Practice Accreditation and Improvement Survey (PAIS)

The draft RACGP Standards (4th Edition) have emphasised the importance of patient-centred feedback. Internationally, and in Australia, there is growing emphasis on the robust and meaningful collection of information about patient experiences in both primary and tertiary care settings.

In order to ensure that practices are provided with the opportunity to use well designed, valid and reliable methods of gaining patient feedback, practices are required to use a RACGP endorsed method (such as a questionnaire) to gain feedback from patients.

## Description of the Patient Feedback Instrument

The “Practice Accreditation and Improvement Survey” (PAIS) provides doctors and practice managers with structured patient feedback. The PAIS report includes written comments from patients, a statistical summary sheet, three to four tables, and three graphs. The results are presented in a simple format that provides, at a glance, information to doctors and practice managers on structured patient feedback. **The questionnaire has been structured to gain patient feedback on the actual practice, the doctors/nurses seen during the consultation, the practice staff and continuing health checks.** In this way, the practice will receive an overall picture of the total surgery experience of the patient.

## Validity and Reliability of Instrument’s Design and Methodology

PAIS was designed from a number of sources, such as a review of the international literature, input from consumer focus groups, GPs and consultation with international researchers. A number of published articles in academic peer-reviewed journals are available.

eg: Greco, M.; Sweeney, K.; Brownlea, A. and McGovern, J. 2001. **The Practice Accreditation and Improvement Survey (PAIS) – what patients think.** *Australian Family Physician*. Vol.30, No.11, 1096-1100

## Administrative ease for patients and general practices using the instrument

PAIS is an exit-survey which is administered by the receptionist to a number of consecutive patients (dependent upon the number of doctors/nurses within the practice). The questionnaire contains 27 items which are rated by patients and it takes about 3-5 minutes to complete. This survey incorporates the Doctors’ Interpersonal Skills Questionnaire (DISQ), presently administered by CFEP within the RACGP and ACRRM Professional Development Programs. Doctors and receptionists have found that this survey is readily understood and easily administered.

Results from patient responses are aggregated and presented in graphic format to the practice according to various patient characteristics such as gender and number of previous visits. Comments from patients are also provided anonymously. A snap shot table provides the required information for AGPAL and other accreditation surveyors.

PAIS is now also available in Chinese (Mandarin) and Arabic.

There is also a **Clinical Audit option** available

Individual results packages are provided for each doctor participating and upon completion and return of the GP Report, are awarded  
**40 Category 1 Clinical Audit points**

For more information contact Julie McGovern on (07) 3855 2093.

