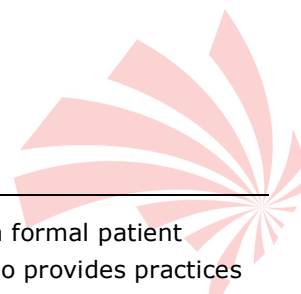


# GPA ACCREDITATION *plus*

## Patient Feedback Survey Analysis Process



It is an essential requirement of the accreditation process that Practices undertake a formal patient feedback system. The GPA ACCREDITATION *plus* Patient Feedback System (PFS) also provides practices with an analysis service to take the load off practices in having to complete an analysis of their patient feedback. Practices that choose GPA's analysis are also eligible to receive QA& CPD or PDP points for the Practice and its GPs.

Below is a flow chart outlining the options available to Practices regarding the GPA PFS Survey Analysis Process. Option 1 outlines the GPA analysis process and Option 2 outlines the process if Practice choose to do their own analysis. Please note by selecting Option 2, GPs will not be eligible to receive QA& CPD or PDP points.

Please note: If you choose to undertake the GPA PFS, the surveys are available to you free of charge. The analysis however will incur a fee, which will be discussed with you before the analysis is conducted.

Select one of the two available GPA PFS survey formats – Yes / No or 1 to 5 Rating. The total number of surveys required to be completed is based on a Practice's Full Time Equivalence rate. Photocopy the required survey amount. If you are a registered GPA Practice, your Quality Accreditation Manager would have confirmed the required survey quantity during the introductory call.

### Option 1: GPA Analysis

### Option 2: Practice Analysis

Begin collecting feedback by distributing the surveys to the Practice's patients. Please note if each GP wishes to receive QA&CPD or PDP points for participating in the PFS, individually they must have a minimum of 20 surveys completed.

Collate the completed surveys and post to GPA. Ideally, the surveys should be returned at least two months prior to the Practice's survey visit. This is to ensure enough time is given for the analysis to be completed and provided to the Practice. Upon receipt of the surveys, GPA will process and distribute an invoice for the applicable analysis fee.

When payment has been received, GPA will then produce the PFS Analysis Report. Once the analysis has been completed, the practice is presented a bound report printed in colour and for each GP who has had 20 or more surveys completed, they will receive a confidential 'Individual GP Report'.

The Individual GP Report will contain a GP Evaluation form. Essentially this is a feedback questionnaire regarding the GPA PFS. GPs will be required to complete this form and return to GPA in order to receive 10 Category 2 QA & CPD or PDP points. In the Practice report, like the feedback questionnaire provided to eligible GPs, there is a document titled 'Practice Evaluation'. The Practice Manager is required to complete this and return to GPA to ensure Practice points allocation.

Begin obtaining patient feedback by distributing the surveys.

Collate the completed surveys and conduct the analysis. The report should present findings broken down into percentages for each survey question. For example: Respect shown by Doctor - 90% Yes, 2% No and 8% Uncertain (Yes / No) or 2% Poor, 3% Fair, 30% Good, 25% Very Good and 40% Excellent (1 to 5 Rating).

Record the results and provide a copy of the Analysis Report (ideally the report should be a one to two page document) to GPA prior to the Practice's survey visit. It is recommended this report is returned to GPA with the completed Essentials Kit documents at least two months prior to the survey visit. This is so your Quality Accreditation Manager can incorporate these results into the Practice's Essentials Package Report. GPA does not require Practices to return the completed surveys if they have selected the option of conducting the PFS analysis themselves.