

Person Satisfaction Questionnaire (PSQ) Guidance

A PSQ has been included for use as peoples' feedback is very important.

Good practice would be to select a time to undertake the questionnaire with the support of the clinical supervisor and reception staff.

Ask reception to give out a questionnaire & pen to every person who attends to see the ACP (Primary Care Nurse) and ask the person to hand the questionnaire back to reception after their appointment.

This process should continue until a minimum of 40 completed responses have been received.

Ideally the responses should be looked at by the clinical supervisor and feedback given to the ACP (Primary Care Nurse).