Lothian PSQ

Lothian PSQ (Patient Satisfaction Questionnaire) is a mechanism that supports clinicians across NHS Lothian to gather feedback from patients. The application used is called Envoy Trust Messenger and this guide provides information on how to use the tool to gather feedback and then how to view the collated responses.

General advice for Patient Satisfaction Questionnaires
The aim is minimum 25 responses, with a reflection on the result (for your appraisal).
Remember to discuss with patient/carer:
consent, anonymity, why you are asking, and absolute choice to participate.
Ideally, document your discussion and consent in notes.

Probity always applies. Doctors should never select or choose specific patients; best practice is to engage **consecutive** patients. Every effort should be made to cover "whole practice" (telephone/in person/video consultations/house calls, etc.). Try to be maximally inclusive (but just as with paper PSQs, use judgement/be appropriate).

Further information

E-mail: loth.pcpsq@nhs.scot (Primary Care)

      loth.scpsq@nhs.scot (Secondary Care)

Intranet: Lothian PSQ (scot.nhs.uk)

1: LOG IN

Use the following link to access the website and log in with your credentials.

1. Go to www.trustenvoy.co.uk
2. Type your **Username** (NHSL e-mail address).
3. Type your **Password**.
4. Click [Log on] to access your account.

NOTE: If you do not have an account, your password or your account needs unlocking

contact loth.pcpsq@nhs.scot (Primary Care)

          loth.scpsq@nhs.scot (Secondary Care)
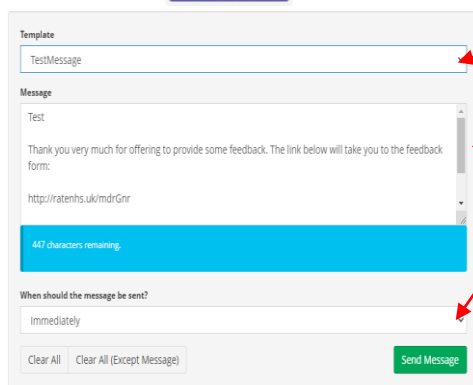

2: COLLECT FEEDBACK FROM PATIENTS

Option 1 – Sending a text message

When you log on you will see a screen with 5 tiles (Appointment Management, Patient Experiences, Staff Surveys, **Health Messaging** and Healthcare Communications).

To send patients a link to your survey via text message, follow these steps:

1. Click [Click here ▸] in the **Health Messaging** on the home page.
2. Click [Manual Send ▸] in the **Manual Send** tile.
3. Click [Click here ▸] in the **Quick Send** tile.

4. Select your **Template** - pick your name from the dropdown menu
5. Your message will appear in the box below – do not amend your text.
6. Choose when the message should be sent.
7. Enter the patient mobile number, do not worry about reference. You can enter up to 10 patient numbers or just one.
8. Press [Send Message] and a pop-up box will appear to confirm that the text was sent successfully.

NOTE - When selecting the Template, ensure to pick the correct one. There are two options available.

YOUR NAME – Dr Appraisal - use to send to patients

YOUR NAME – Test - use to send to friends/family – TEST ONLY

Option 2 – QR Code

When a doctor has an account created, a QR code will be provided which can be used as a link to the survey. Instead of sending a text message the Doctor in their consultation with the patient can provide a printed copy of the QR code that the patient can take away with them.

Option 3 – Printed Survey
When a Doctor has an account created, a Word document of the survey will be provided that can be printed and handed to the patient. This form can then be returned to the reception/admin members of staff. This form needs to be submitted electronically. On the top of the form will be a link specific to each doctor, enter that link into a web browser and then enter the responses electronically.
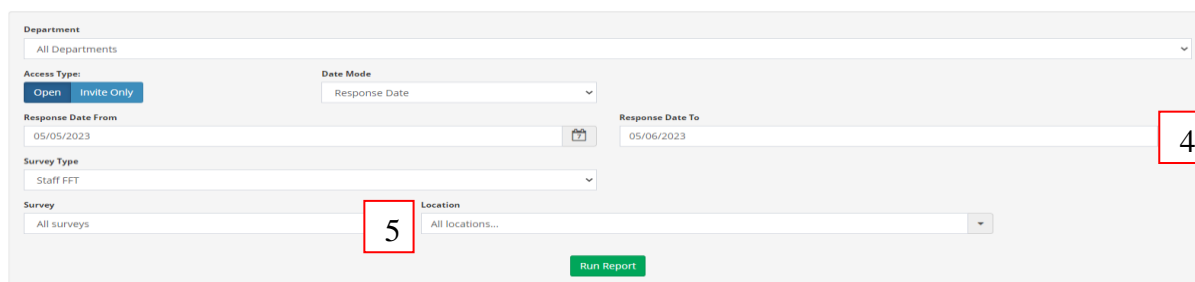
3: REVIEW COLLATED RESPONSES
When you first log on or press the home button, you will see a screen with 5 tiles (Appointment Management, **Patient Experiences,** Staff Surveys, Health Messaging and Healthcare Communications).

Option 1 – Quick Review of Numbers
This option provides a quick overview of number of **STARTED/INCOMPLETE/COMPLETED** surveys, allowing you to see the number of responses you have received.

1. Click [Click here ▸] in the **Patient Experiences** on the home page.
2. Click [Click here ▸] in the **Local Survey** section.
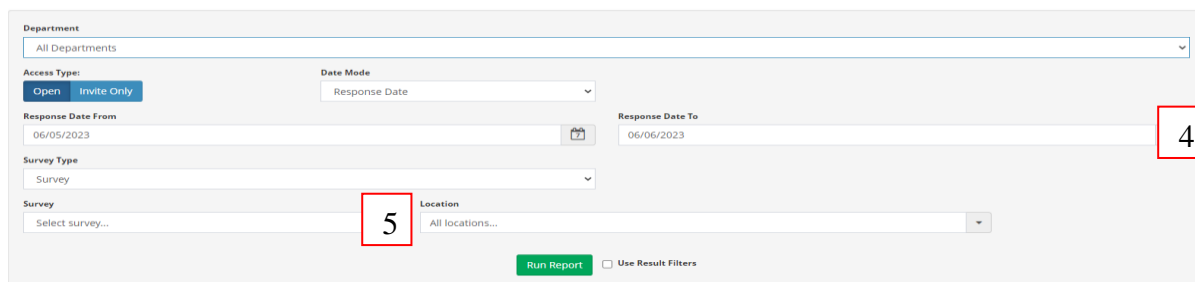3. Click [Dashboard ▸] button and complete information on the following screen.

4. Check **Response Date From/To** and adjust it accordingly if needed.
5. Select your **Survey** from the drop-down menu.
6. Click [Run Report] to see the progress.

Option 2 – Reports for Assessment
This option provides access to more in-depth analysis of the feedback that has been submitted. At time of the assessment, it is advised that you use the following reports as part of the submission.

MULTIPLE CHOICE:

1. Click [Click here ▸] in the **Patients Experience** on the home page.
2. Click [Click here ▸] in the **Local Surveys** section.
3. Click [Survey Report ▸] and complete the following details:

4. Check **Response Date From/To** and adjust it accordingly if needed.
5. Select your **Survey** from the drop-down menu.
6. Click [Run Report] to display results (you can filter the results by clicking on the chosen box).
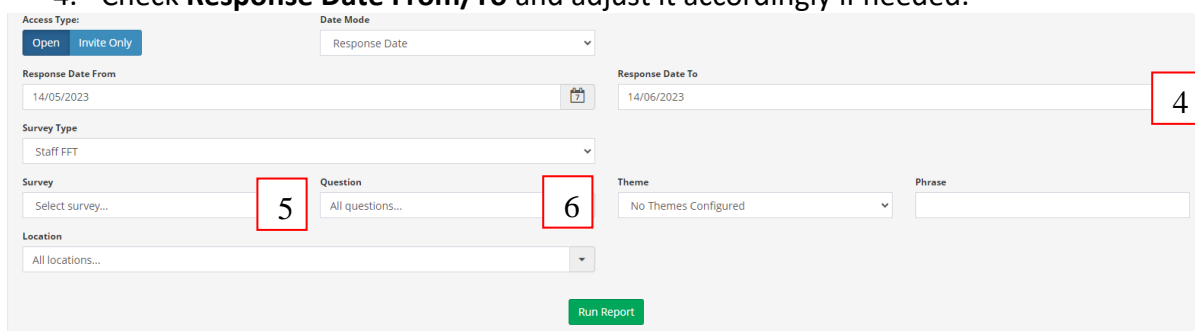7. Click [Export to Pdf] to export the report to PDF.

NOTE:
If you would like to drill down further, then you can. For example, to see if there is a difference in responses between face to face and telephone consultations click on the number of responses in chosen option, this filters all the subsequent responses to show what the feedback was for a specific type of consultation.

FREE-TEXT FEEDBACK

The survey contains option for text-free feedback. To view and download:

1. Click [Click here▸] in the **Patients Experience** on the home page.
2. Click [Click here▸] in the **Local Surveys** section.
3. Click [Free Text Answers▸] and complete the following details:
4. Check **Response Date From/To** and adjust it accordingly if needed.

5. Select **Survey** from the drop-down menu.
6. Select the **Question** from the drop-down menu.
7. Click [Run Report] to display the comments.
8. Click [Export to Excel] to export the free-text comments to PDF.