

Primary Care Patient Experience Survey

FREQUENTLY ASKED QUESTIONS

Survey Tool

Q. What is the Primary Care Patient Experience Survey?

- A. The new Primary Care Patient Experience Survey is a common, validated tool that can be used by all primary care providers in the province. Implementing the survey will help practices understand how patients view their visits and identify what is working well and where there may be room for improvement. The survey can be completed in approximately five minutes.

The survey is available in English and French and different versions of the survey are available for Community Health Centres and Aboriginal Health Access Centres, due to variations in the terminology used in each practice setting. To download the Primary Care Patient Experience Survey, [please click here](#).

Q. Who developed the Primary Care Patient Experience Survey?

- A. The Primary Care Patient Experience Survey was developed by Health Quality Ontario in collaboration with the Association of Family Health Teams of Ontario, the Association of Ontario Health Centres, the Ontario College of Family Physicians, and the Ontario Medical Association. Patients, family physicians, nurse practitioners, and primary care teams also contributed to the development of the survey.

For further information about how the survey was developed, please refer to the Section 1.3 of the [Support Guide](#).

Q. Is the Primary Care Patient Experience Survey mandatory?

- A. No, the survey is not mandatory. However, there are advantages to implementing the Primary Care Patient Experience Survey, including the fact that the survey questions were rigorously tested and validated and several questions align with the measures in the primary care Quality Improvement Plans (QIPs). For more information on the survey development process and how the survey can support the collection of patient experience information for primary care QIPs, please see Section 1.5 of the [Support Guide](#).

Q. Can we change or remove survey questions, or survey patients on just a few questions?

- A. Changing or removing questions and surveying patients only on select questions is not advised because it may change the reliability and validity of the tool. Practices may also risk not collecting key aspects of their patient's experiences.

Q. Can questions be added to the survey?

- A. If you have a question(s) related to your practice that you want to add to the survey, please feel free to do so, particularly if there is something specific about your practice that you would like to see addressed within the survey.

Q. Will surveying patients be resource intensive?

- A. While getting started with surveying, the staff may experience an increased workload. However, there are invaluable long-term benefits to surveying, including identifying and addressing patient concerns, strengthening patient relationships with staff and providers, and building confidence and mutual respect.

For support and information on how to get surveying started in your practice, please see Section 3.1 of the [Support Guide](#).

Data collection

Q. When is the best time to survey patients?

- A. It is recommended that surveys be completed at the end of a patient visit in order to increase the response rate and avoid recall bias. If the survey is given in the waiting room *prior* to the appointment, feedback will not reflect the patient's experience with their current visit. If it is not possible to survey patients following their appointments, one alternative may be to provide an online survey.

Q. How many patients need to be surveyed?

- A. Determining how many patients to survey is important, because surveying too many requires additional time and resources without the benefit of additional learning, while surveying too few may not provide enough data to inform quality improvement. It is also important to survey the right mix of patients from your practice population.

Section 3.4 of the [Support Guide](#) provides information on how to determine how many patients to survey.

Supports

Q. What survey supports are available?

- A. HQO has prepared a series of user-friendly tools and resources to help you get the most out of the Primary Care Patient Experience Survey and your survey results. These resources include:
- Support Guide
 - Staff information sheet
 - Office poster
 - Survey Implementation Checklist

Each of these resources can be found in the Primary Care Patient Experience Survey Support Guide, which is available on the [Health Quality Ontario website](#).

If you have any questions or comments about the Primary Care Patient Experience Survey, please contact patientexperience@hqontario.ca