**Appendix 4 patient outcomes**

PAQs/PROMs/PREMs -the applicants should demonstrate evidence that these are carried out as per commissioning guide i.e. demonstrate the following are in place:-

Patient-friendly information available in a number of formats including information on what to expect post-surgery and who to contact and what to do if problems occur after discharge.

Patient comfortable on discharge and prescribed pain relief where appropriate.

Patient contacted for 24 hour “home check” (using skill mix) e.g. telephone call (maximum 2 contact attempts) to ask patient if they are experiencing any of the following:

Bleeding;

Nerve injury;

Unmanaged pain.

If yes to any of the above or a Level 3 procedure has been carried out, patient contacted again (2nd “home check”) within 1 week of oral surgery procedure.

If patient has not returned to normal function, review arranged.

Adverse events and complications recorded and reported

using Datix e.g.

Patient collapse;

Wrong site surgery;

Damage to adjacent tissues;

Jaw fracture;

Displacement of tooth/root fragment;

Chemical, thermal or mechanical damage e.g. to lip.

PAQs

An example is given below:-

**Patient Assessment Questionnaire**

**Clinician:**

**GDC Number:**

Please rate your clinician for each skill shown below on the scale from 1 to 5

(where 1 = Poor, 2 = Fair and so on) and tick **√**  the appropriate box to show your choice.

If you are unsure of a question, or it is not relevant to your visit today, tick the “Can’t Say” box.

All your answers are **CONFIDENTIAL.** The clinician will not see your answers.

During your visit today, how was the clinician at:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **POOR -1** | **FAIR -2** | **GOOD - 3** | **VERY GOOD -4** | **EXCELLENT - 5** | **CAN’T SAY** |
| **Greeting you in a friendly way; not being grumpy or rude to you** | □ | □ | □ | □ | □ | □ |
| **Asking you questions about the reasons for your visit and listening carefully to your responses** | □ | □ | □ | □ | □ | □ |
| **Explaining what he was going to do before starting to examine you** | □ | □ | □ | □ | □ | □ |
| **Letting you know what he found after examining you; not keeping you in the dark or confusing you** | □ | □ | □ | □ | □ | □ |
| **Talking through the different options for your treatment, helping you to choose, not rushing ahead and telling you what to do** | □ | □ | □ | □ | □ | □ |
| **Treating you with courtesy, respect and as an equal; never belittling you or making you feel stupid.** | □ | □ | □ | □ | □ | □ |
| **Being sensitive, understanding and patient with you, never rough, unsympathetic or impatient** | □ | □ | □ | □ | □ | □ |
| **Talking in plain language, using words you can understand; never being too technical or complicated** | □ | □ | □ | □ | □ | □ |
| **Inspiring your trust and confidence; never appearing nervous or unsure of himself** | □ | □ | □ | □ | □ | □ |
| **Listening to any questions you had and answering you clearly; not avoiding or ignoring your questions** | □ | □ | □ | □ | □ | □ |

Please detail any further comments

you may have about the clinician

in the box opposite

Please fill in the date when you were given this form (dd/mm/yy)□□/□□/□□

|  |  |
| --- | --- |
|  |  |

|  |  |
| --- | --- |
|  | \* Invalid length in years. Please enter a number between 0 and 1440  |