

# Patient Satisfaction Questionnaires and Multi-Source Feedback

**NIMDTA**  
**Regional Induction**  
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# Aims and Objectives

- **Aim**

- To familiarize new dental core trainees with patient satisfaction questionnaires and multi-source feedback, while reinforcing their application for returning trainees.

- **Objectives**

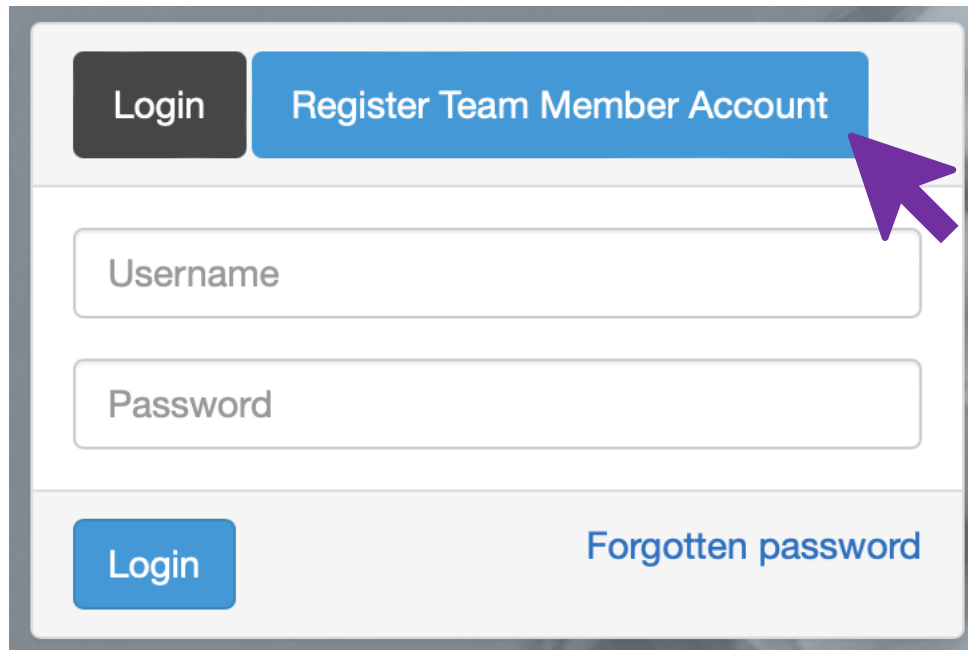
- Define multi-source feedback and patient satisfaction questionnaires
- Outline the process for completing both patient satisfaction questionnaires and multi-source feedback
- Highlight the significance of patient satisfaction questionnaires and multi-source feedback in the context of training

# What are They?

<b>Patient Satisfaction Questionnaires (PSQs)</b>	<b>Multi-Source Feedback (MSF)</b>
<b>Patient completed</b>	<b>Colleague completed</b>
<b>No self-assessment required</b>	<b>Self-assessment required initially</b>
<b>Aim is to provide understanding of how others regard the care you provide, and it is an opportunity for you to reflect</b>	<b>Aim to highlight aspects of your conduct that are positive or could be improved.</b>

# Patient Satisfaction Questionnaires

# Registering a Team Member



A screenshot of a web form for registering a team member. At the top, there are two tabs: 'Login' (dark grey) and 'Register Team Member Account' (blue). Below the tabs are two input fields: 'Username' and 'Password'. At the bottom, there is a blue 'Login' button and a blue link 'Forgotten password'. A purple callout box with an arrow points to the 'Register Team Member Account' tab.

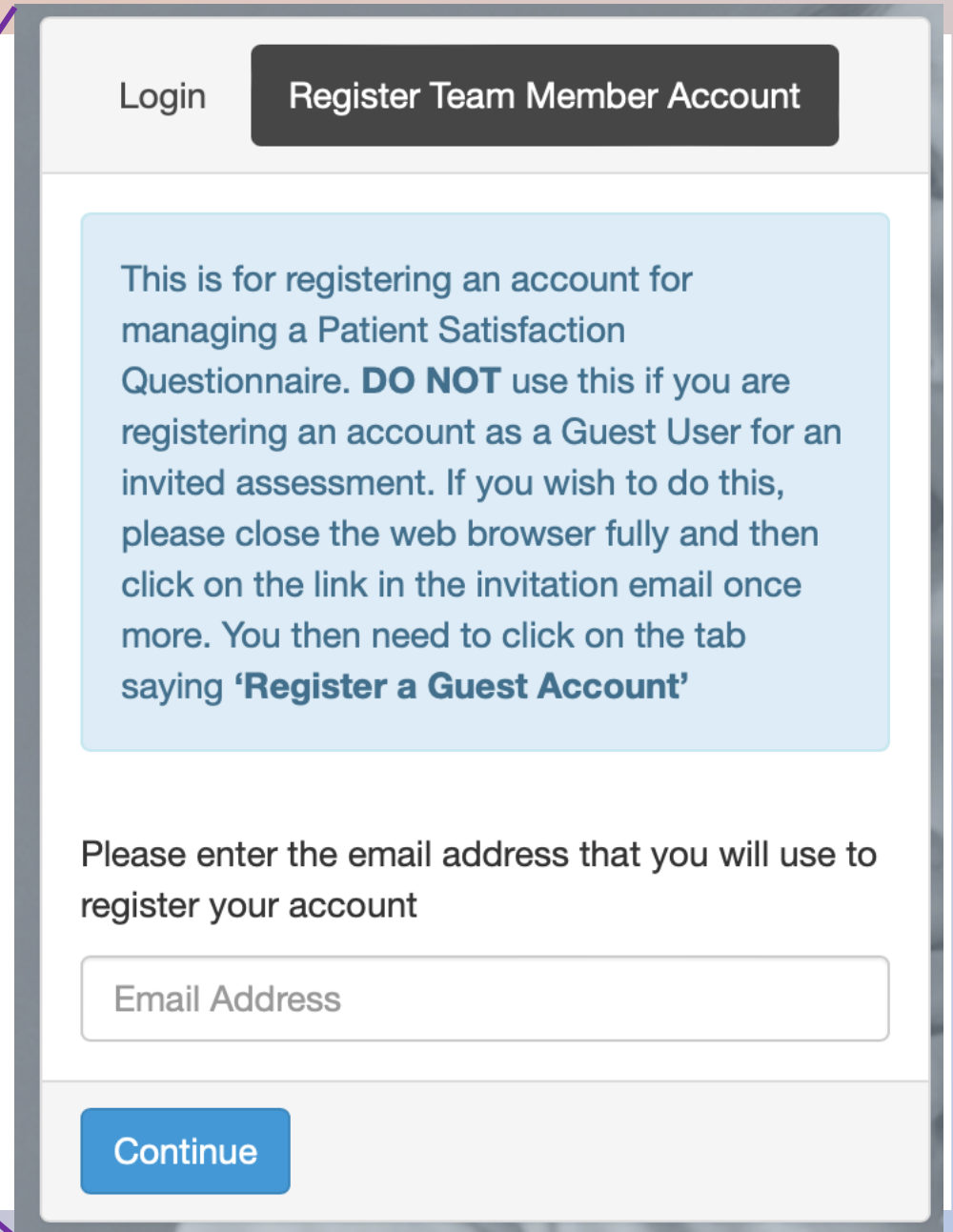
Login Register Team Member Account

Username

Password

Login Forgotten password

**Fellow DCT, Dental Nurse, Administrative Staff  
or another Clinician**



A detailed view of the registration form. At the top, there are two tabs: 'Login' and 'Register Team Member Account' (highlighted in dark grey). Below the tabs is a light blue informational box with text about registering an account for managing a Patient Satisfaction Questionnaire. Below this box is a text prompt asking for an email address, followed by an 'Email Address' input field. At the bottom is a blue 'Continue' button. Purple lines connect the callout box from the first screenshot to the 'Register Team Member Account' tab and the 'Continue' button.

Login Register Team Member Account

This is for registering an account for managing a Patient Satisfaction Questionnaire. **DO NOT** use this if you are registering an account as a Guest User for an invited assessment. If you wish to do this, please close the web browser fully and then click on the link in the invitation email once more. You then need to click on the tab saying '**Register a Guest Account**'

Please enter the email address that you will use to register your account

Email Address

Continue

# How to Complete

Begin the process on the e-portfolio:

## Feedback

[Patient Satisfaction Questionnaire](#)

[Multi-Source Feedback Questionnaire](#)

[Clinical Supervisor's Report](#)

### Patient Satisfaction Questionnaire [Click to toggle additional information]

The Patient Satisfaction Questionnaire (PSQ) within the ePortfolio is a paperless system. It is started by you, the trainee, and is actioned by:

- The patient using a practice electronic tablet, or similar, to access the questionnaire.
- The patient, or an accompanying person or carer, accessing the questionnaire on their own phone or tablet via a QR link.
- If none of these options is available it is possible for the questionnaire to be printed as a paper document and when completed the contents transcribed to a blank electronic questionnaire form.

The questionnaires are offered to the selected patients on a tablet or via QR code, by a practice or clinic team member. The team member's login is linked by you to your ePortfolio.

A minimum of 20 completed questionnaires are required in your DCT year, but if you are in a six month / split post this requirement can be completed in two PSQs during the year. Hence, once a minimum of 10 questionnaires have been completed a report can be moderated and published by your Educational Supervisor.

The report will display your patient's scores in a 'heat map' and their comments will be listed randomly. Once the report has been published, its content should become the focus of a discussion within a tutorial and then should be included in a reflection.

If a second PSQ is required, your Educational Supervisor can trigger the process for a repeat PSQ.

Please click the 'Commence' button below to begin the Patient Satisfaction Questionnaire

Commence Patient Satisfaction Questionnaire



# How the Questionnaire is Generated

## **Electronic (iPad)**

Team members log into their PSQ account on the iPad, and patients can directly fill out the form.

It is recommended that your nominated team member is a member of the clinical team you work with regularly, such as a dental nurse, administrative staff, or another clinical team member, so that they can log in during a clinic session.

## **Paper**

Ask your nominated team member to print out the template and provide patients with physical copies to fill out. Please instruct patients to place the completed forms in an opaque, sealed envelope and return it to your nominated team member for transcription.

## **QR Code**

Team members can generate a printable QR code which can be kept in the clinic for patients to scan on their mobile phones.



# The Questionnaire

	Development Required			Satisfactory			Outstanding			Not observed
	1	2	3	4	5	6	7	8	9	N/A
Introduced themselves on greeting you and make you feel welcome?	<div></div>									
Treated you politely with respect and dignity at all times including examination?										
Explained your condition and treatment choices clearly to you in terms you understood?										
Made you feel at ease to raise all your concerns?										
Listened carefully to you and your questions?										
Involved you in deciding your care plan?										
Inspired your trust and confidence in them?										
Gave you confidence to recommend them to your family or friends?										

# How Many are Required?

2 rounds within your DCT year

- Minimum 10 for each round
- Particularly important for 6-month split post

First round before Interim CRP  
deadline 10<sup>th</sup> February 2026

Second round before Final RCP  
deadline 14<sup>th</sup> July 2026

# Multi-Source Feedback

## Feedback

Patient Satisfaction Questionnaire

Multi-Source Feedback Questionnaire

Clinical Supervisor's Report

**Multi-Source Feedback Questionnaire** [Click to toggle additional information]

This is the starting point for you to undertake a Multi-Source Feedback appraisal.

Before inviting others to provide feedback, please complete the Self-assessment form below – please note that when you click the save button it will become completed, so please complete it in one session. (click on tab below)

When this is done you may send invitations to others. Please enter in the table the names and email addresses of at least ten colleagues; a valid MSF requires a minimum of ten people's responses to provide feedback in this exercise.

The assessors **must** comprise of:

- At least **2** dentists more senior than DCT (*max 8*)
- At least **2** Senior Nurses/Senior Dental Nurses (*max 6*)
- At least **1** Allied Health Professionals/Additional Team members or auxiliary staff (*max 6*)

And **may** include:

- Dental Core Trainees (*max 2*)
- Dental Technicians (*max 2*)

Please ensure that you have entered the email addresses.

When you have completed your list, please click on the 'Complete' button.

If you have not completed your list of names and addresses, you may save the list and return to it later by clicking on the 'Save Draft' button.

When you have sent the emails to your colleagues, please inform them that they will receive an email requesting feedback and ask that they complete it as soon as possible. If any colleague does not receive an email, please ask them to check their 'Junk Email' folder.

Your ES will moderate and analyse the replies which will appear in a report

If it is necessary for the you to carry out an additional MSF, your ES must click a button to allow the commencement of an additional MSF. The existing report will still be visible, but only when you have started the new MSF.

**Self-assessment**

Colleagues

Summary Report

Please indicate how well you demonstrate the following behaviours:

	Development Required			Satisfactory			Outstanding			Not observed
	1	2	3	4	5	6	7	8	9	N/A
Conducting themselves in a professional way in the workplace										
Seeking help appropriately and when required										
Being ethical & honest and displaying integrity										
Treating patients, colleagues and team members with respect										

Please comment on areas of Professionalism where you do particularly well

<div> Self-assessment Colleagues Summary Report </div>			
Name	Email Address	Assessor Category	Status
		Dental Core Trainees	✓ Completed
		Dental Core Trainees	✓ Completed
		Dentist (more senior than DCT)	✓ Completed
		Dentist (more senior than DCT)	✓ Completed
		Senior Nurses/Senior Dental Nurses	🔄 Started
		Allied Health Professionals/Additional team members and auxillary staff	✓ Completed
		Allied Health Professionals/Additional team members and auxillary staff	➔ Invited
		Dentist (more senior than DCT)	✓ Completed
		Dentist (more senior than DCT)	➔ Invited

# Your Educational Supervisor's Role

After collecting a minimum of 10 PSQs and MSFs, your ES will publish a report of the results of each.

**Ensure that you meet the minimum of each colleague type before MSF is completed.**

The report will provide an overview of all your scores, and any comments will be listed below.

# Reflection

Results can then be discussed with your ES or CS and reflected upon

