

# Patient-centred communication checklist

- Is there an atmosphere of mutual respect within the practice?
- Do you determine and understand the patient's expectations?
- Does your practice provide a good 'first impression' and consider the 'cycle of service'?
- Are respectable and professional customer service techniques employed by all practice staff?
- Do you provide written information to orientate the patient to the practice?
- Are you comfortable apologising if an adverse event occurs?
- Do you really 'listen' and 'respond' to patients?
- Are you empathetic to patients' concerns?
- Do you offer adequate explanations for your management and treatment plans?
- Do you use patient satisfaction surveys and encourage patient feedback?
- Do you have a timely complaints handling system that is formally documented?
- Do you provide information to patients on privacy and confidentiality within your practice?
- Do you make sure, where practicable, that arrangements are made to meet a patient's language and communication needs – for example: use of an interpreter?