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?