

# How to create a Patient satisfaction questionnaire to send via AccuRx

## Step 1:

Create a google log in if you don't have one already

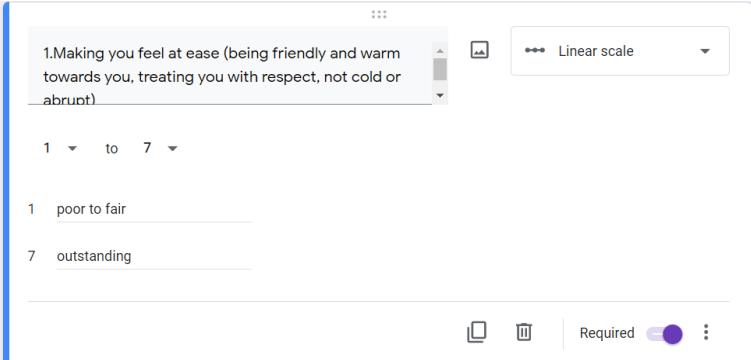
## Step 2:

Go to google forms: there will be 9 dot grid in the right hand corner for google apps- click and scroll to find forms. click "start new form"

## Step 3:

Copy and paste the questions from this form into your own form (remember to create your own form, if you use this link to send to your patients it will auto populate my form): <https://forms.gle/3Jugn6LBN9pJQRDv7>

Example of what it looks like during editing



1.Making you feel at ease (being friendly and warm towards you, treating you with respect, not cold or abrupt)

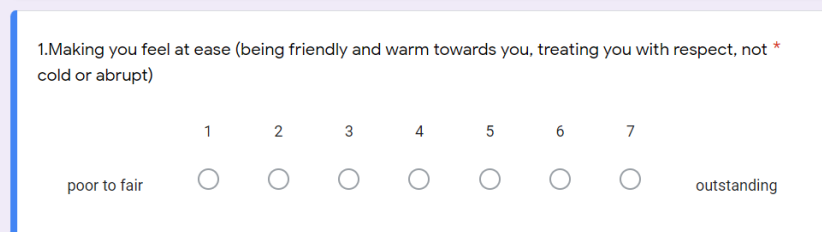
1 to 7

1 poor to fair

7 outstanding

Required ☒

Example of what it will then look like after saving the form:




1.Making you feel at ease (being friendly and warm towards you, treating you with respect, not cold or abrupt)

1 2 3 4 5 6 7

poor to fair ☐ ☐ ☐ ☐ ☐ ☐ ☐ outstanding

## Step 4:

Save the form and copy the link. You can use this toolbar in the upper right corner to preview the form (eye icon). Click the Send button, here you will find the link for the form – see example.



Send form

☐ Collect emails

Send via ☒ Email ☐ Link ☐ Short URL

Link

<https://forms.gle/gNkXFKRQgarTEEBf6>

☒ Shorten URL

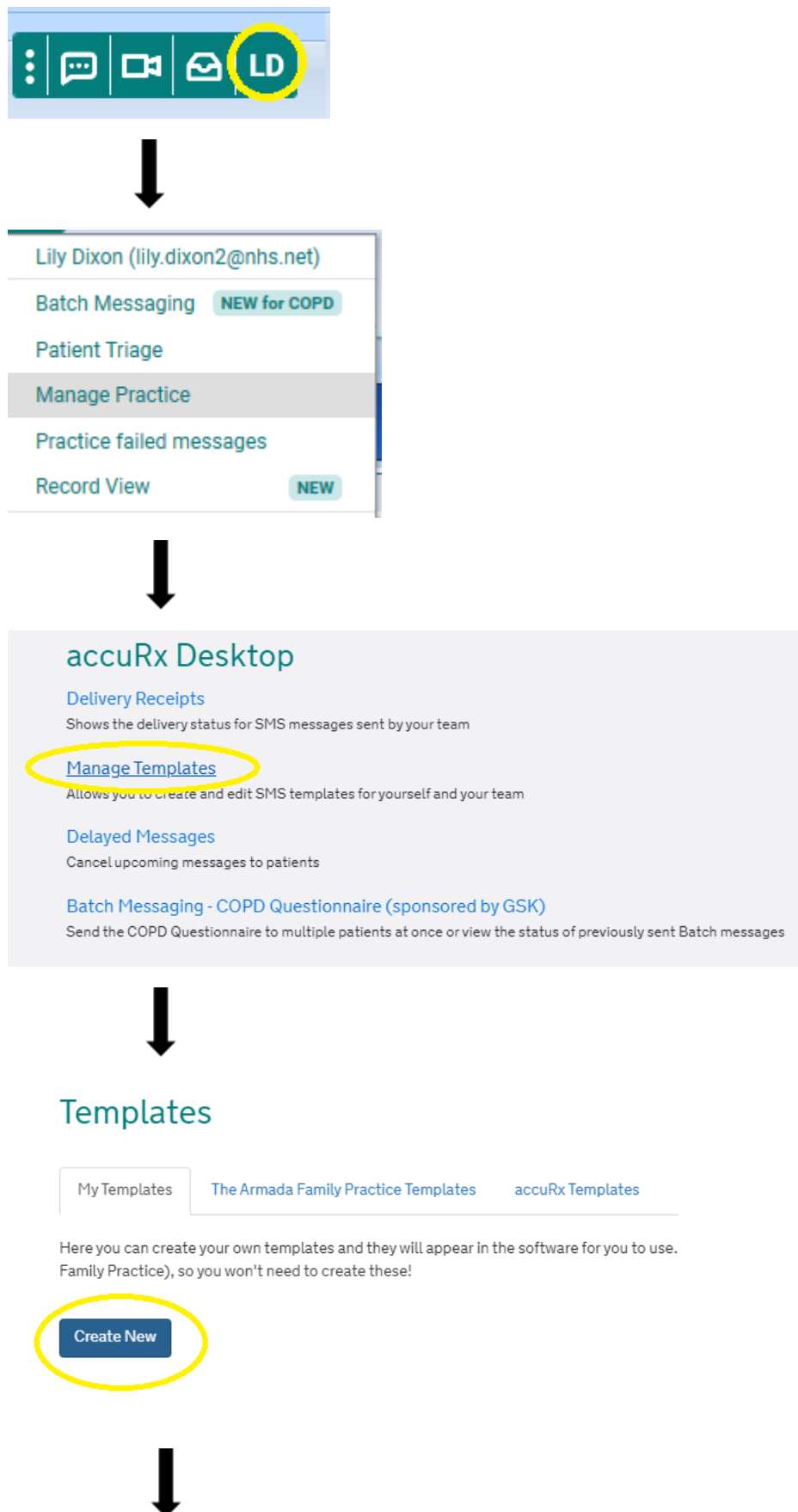
Cancel Copy

### Step 5:

Open up AccuRx in emis and create a new template , click the link for a how to guide :

<https://support.accurx.com/en/articles/4325836-how-do-i-make-my-own-sms-templates-in-accurx-web>

Or see the example infographic:



## Create new template

### Title

PSQ

### Message

Dear Miss Patient,

Please could you fill out this brief questionnaire regarding feedback on your consultation today. This Feedback forms part of the ongoing appraisal process of the clinician you spoke to today

This should take no more than 1 minute to complete

Thanks, Lily Dixon

### Default reply setting

☐ Allow patient to respond once (with photos or text)

### Category (Optional)

This will organise templates in the dropdown.

e.g. Admin

### SNOMED Code (Optional)

-- No SNOMED Code selected --

If you can't find the code you're looking for [let us know](#).

Save

Cancel

## Step 6

Your template will now be saved under my templates in the drop down "message Florey"

Message Florey

Click or type here to search templates

No template

My templates

OTC

PSQ

Message Patient

NHS No. Unknown

Male

☒ Consent given for communication by SMS text messaging (02-11-21)

number

Phone Email

Message Florey

PSQ

PSQ 1

Dear [redacted]

Please could you fill out this brief questionnaire regarding feedback on your consultation today. This Feedback forms part of the ongoing appraisal process of the clinician you spoke to today

This should take no more than 1 minute to complete

[https://docs.google.com/forms/d/e/1FAIpQLSc\\_gsFp1uhlbFEIZ5SUcrJujwdMf2Dbksty\\_03Xzyaqk9DMA/viewform?usp=sf\\_link](https://docs.google.com/forms/d/e/1FAIpQLSc_gsFp1uhlbFEIZ5SUcrJujwdMf2Dbksty_03Xzyaqk9DMA/viewform?usp=sf_link)

Thanks, Lily Dixon

☐ Allow response

Now

Attach documents and NHS.UK advice

185 characters remaining

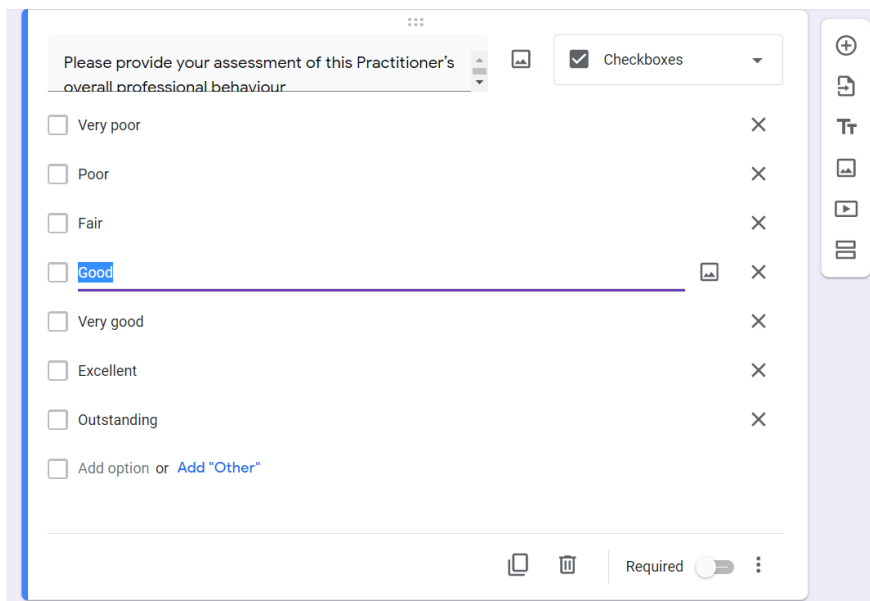
## Creating a Google form for Multi source feedback to send via email to colleagues

### Step 1:

Repeat step 1-4 of the above process for the Multi source feedback and send the link via email to your work colleagues

Copy and paste questions from this form for MSF : <https://forms.gle/92ALPrJ7SV7mW6ud6>

#### Example of what it looks like during editing



#### Example of what it will then look like after saving the form:

