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Participant code ID: [Research Team]

Measurement and Use of Patient Experience in Australian General Practice: Expert Consultation

Dear participant,

You have been invited to participate in this questionnaire based on your expertise in primary care and patient experience. Prior to this questionnaire, you have been provided with some key findings from relevant literature as well as our qualitative interviews with patients with chronic conditions and primary care providers.

Based on this information, and drawing from your personal experience in this area, please answer the following questions with as much detail and clarification as possible. Please note that you may be contacted again for a brief follow-up interview to clarify or expand on your responses.

A one-page report on the results of the Expert Consultation will be made available to all participants.

Thank you for your participation.

Date completed: Click or tap to enter a date.

Before we begin, please tell us:

Your gender: Choose an item. **Your current profession:** Click or tap here to enter text.

Do you have experience working in the following areas? If so, how long?

Expertise	Year(s) of experience		In which countr(ies)?
Primary care research (e.g. academia, research unit)	None/NA <input type="checkbox"/>	Choose an item. years	Click or tap here to enter text.
Primary care practice (e.g. family doctor/GP, nurse, allied health)	None/NA <input type="checkbox"/>	Choose an item. years	Click or tap here to enter text.
Health administration, governance, management	None/NA <input type="checkbox"/>	Choose an item. years	Click or tap here to enter text.
Patient advocacy & Consumer representation	None/NA <input type="checkbox"/>	Choose an item. years	Click or tap here to enter text.

How would you rate your expertise or knowledge of the following areas?

Expertise	Level of expertise		In which countr(ies)?
Patient-centred care (incl. patient experience, patient feedback)	None/NA <input type="checkbox"/>	Choose an item.	Click or tap here to enter text.
Survey administration or research (incl. design, implementation, coordination of patient surveys)	None/NA <input type="checkbox"/>	Choose an item.	Click or tap here to enter text.

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Questions

1A. What do you think are the key barriers to the implementation of patient surveys in clinical practice:

At the patient-level?

Click or tap here to enter text.

At the provider & practice level?

Click or tap here to enter text.

At the system level?

Click or tap here to enter text.

1B. How could we address or respond to some of these barriers?

Click or tap here to enter text.

2A. What are the barriers to putting the findings of patient feedback survey into practice in the Australian context? (or, please provide your local example)

At the patient-level?

Click or tap here to enter text.

At the provider & practice level?

Click or tap here to enter text.

At the system level?

Click or tap here to enter text.

2B. How could we address or respond to some of these barriers?

Click or tap here to enter text.

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3A. Thinking about quality of care, how can findings from patient experience surveys:

be used to inform reflective quality improvement (e.g. practice-level)?

Click or tap here to enter text.

be used to inform performance reporting?

Click or tap here to enter text.

How can they add value to other measures of quality improvement?

Click or tap here to enter text.

3B. Should findings of patient experience surveys be aggregated at Primary Health Network (PHN), State, or National levels? If so, how should they be used?

Click or tap here to enter text.

END OF QUESTIONNAIRE

Please save (as Word document) and send to the research team at hyun.song@unsw.edu.au.

A member of the research team will contact you for any additional follow-up as necessary.

And finally, please don't forget to provide us with your mailing address for your thank-you gift.

Thank you very much for participating in the study!