

Using the PPPC Questionnaire: Frequently Asked Questions

We already do a patient experience survey!

The PPPC is a twist on the usual patient experience survey (PES). It looks at some of the same things, but with a different focus. If your providers and/or patients are tired of the “same old, same old” survey, this is a chance to mix things up and get a fresh perspective on how your team is doing. Lots of the questions on HQO’s standardized PES show up in a slightly different way in the PPPC.

How can we get the survey to our patients?

You can send out the survey in the same way(s) you send out your usual PES: On paper at the appointment or by post, or electronically on a tablet or by email. If you do the survey electronically, you’ll have an easier time getting the data and making it usable. You might want to consider putting the survey online and handing out cards with the survey URL on them to patients at their appointments.

Our patients are tired of surveys! And, honestly, so are we!

This is totally understandable. Doing the PPPC instead of your usual PES is a way to keep things fresh for both patients and providers. And it might provide new insights that you’re not currently getting from the usual PES.

Does the PPPC have to replace our old PES? There are questions we need to keep tracking!

No. The PPPC *can* replace your old PES. Lots of the most important PES questions are still in the PPPC. But you can also combine the two. One option is to add some of your own questions to the PPPC questionnaire (this does *not* invalidate the PPPC!). Another is to send the PPPC to one group of patients and the usual PES to others; one team told us they’re sending the PPPC by email to patients they have email addresses for and the HQO PES by post to patients they don’t have email addresses for.

But don’t we have to do the HQO patient experience survey?

No! HQO requires you to do a patient experience survey, but they don’t require you to ask any *specific* questions. So you can meet this obligation with the PPPC!

But what about D2D? We use PES data for lots of the indicators!

There are 11 D2D indicators that come from Patient Experience Survey data. 7 of these show up in the PPPC with slightly different wording. A few of them don’t show up at all in the PPPC; if you want to keep tracking them for D2D, you might consider adding them to your PPPC survey.

The table in [Appendix 1](#) lists the patient experience indicators in D2D along with their corresponding PPPC question(s).

What do we do with our PPPC results?

When you get them back, [enter the data anonymously into the score calculator](#). This will give you aggregate scores for (a) each of the questions individually, (b) each of three dimensions of patient-centredness, and (c) overall patient-centredness. [Learn more about the calculator and what the scores mean](#).

You can then use this data like you would any other patient-experience data or performance data. Identify opportunities for improvement, and work with your team to come up with some change ideas. Consider including these in your QIP! And please consider sharing your scores with the QIDS staff at AFHTO; we’ll use them to improve D2D and other tools to help *all* teams deliver more patient-centered care.

Ok! We're ready. What next?

Use the links below to access the PPPC questions, scoring instructions, and score calculator. Add whatever other patient experience questions you want to keep tracking. Send the survey out to your patients by whatever method works best for your patients and your team. When you get them back, enter the data *anonymously* into the score calculator, and consider sharing them with us.

- [PPPC Questionnaire](#)
- [Scoring Instructions](#)
- [Score Calculator](#)

I still have more questions!

That's great! You can read more about the PPPC in [this article from the Annals of Family Medicine](#) (2011) or in this working paper from the [Centre for Studies in Family Medicine](#) (2014). If you still have questions, feel free to reach out to the AFHTO QIDS program staff at improve@afhto.ca.

Appendix 1: D2D Indicators and Corresponding PPPC Questions

D2D Indicator	Core D2D?	QRU?	PPPC Question(s)
Patients Involved in Decisions	Yes	Yes	To what extent did you and the doctor discuss your respective roles? To what extent did the doctor encourage you to take the role you wanted in your own care?
Courtesy of Office Staff	Yes	No	n/a
Same/Next Day Appointments	Yes	Yes	n/a
Reasonable Wait for Appointment	Yes	Yes	n/a
Personal Problems Related to Health Condition	No	No	n/a
Opportunity to Ask Questions	No	Yes	How much opportunity did you have to ask your questions?
Spend Enough Time	No	Yes	To what extent was your main problem discussed today?
Find Out Your Concerns	No	No	How well did you think your doctor understood you today?
Say What Was Important	No	No	Would you say that your doctor knows that this was one of your reasons for coming in today?
Take Your Concerns Seriously	No	No	To what extent did the doctor understand the importance of your reason for coming in today?
Concerned About Your Feelings	No	No	How much would you say that this doctor cares about you as a person?

Table 1: D2D indicators and corresponding PPPC questions