



Foundation standard / Cornerstone accreditation

During the survey development the Commission engaged with the Royal New Zealand College of General Practitioners (the College) to ensure the survey would be recognised as evidence contributing towards Indicator 9 of the Foundation Standard and Aiming for Excellence: *The practice includes patients' input into service planning.*

The College has confirmed that the use of the new patient experience survey (PES) is recognised as a source of evidence towards meeting this indicator. For quality improvement processes, the use of this tool will need to be accompanied by a quality improvement activity undertaken on the basis of the survey results received.

As the PES captures patient feedback at a practice level rather than individual doctors, this survey does not count towards MOPS unless you are a solo practice (e.g. "patient satisfaction surveys can also be claimed as an audit of medical records, provided that at least 35 responses are received for the individual doctor concerned"), in which case the activity can be recognised provided it is undertaken with a quality improvement reflection.