

CARE MEASURE to be given to patients

At baseline and after Microteams are in place

<http://www.caremeasure.org/>

CARE Patient Feedback Measure for.....

How good was the practitioner at... **Poor Fair Good VeryGood Excellent Does not apply**

Please write today's date here:D D M M Y Y

1) Making you feel at ease

(introducing him/herself, explaining his/her position, being friendly and warm towards you, treating you with respect; not cold or abrupt)

2) Letting you tell your "story"

(giving you time to fully describe your condition in your own words; not interrupting, rushing or diverting you)

3) Really listening

(paying close attention to what you were saying; not looking at the notes or computer as you were talking)

4) Being interested in you as a whole person

(asking/knowing relevant details about your life, your situation; not treating you as "just a number")

5) Fully understanding your concerns

(communicating that he/she had accurately understood your concerns and anxieties; not overlooking or dismissing anything)

6) Showing care and compassion

(seeming genuinely concerned, connecting with you on a human level; not being indifferent or "detached")

7) Being positive

(having a positive approach and a positive attitude; being honest but not negative about your problems)

8) Explaining things clearly

(fully answering your questions; explaining clearly, giving you adequate information; not being vague)

9) Helping you to take control

(exploring with you what you can do to improve you health yourself; encouraging rather than "lecturing" you)

10) Making a plan of action with you

(discussing the options, involving you in decisions as much as you want to be involved; not ignoring your views)

Comments: If you would like to add further comments on this consultation, please do so here.