



The Royal Australian and New Zealand College of Obstetricians and Gynaecologists

“Excellence in Women’s Health”

www.ranzcog.edu.au



Post-Operative Satisfaction Questionnaire

This activity provides the opportunity to confidentially and accurately assess, reflect and evaluate patient expectations and satisfaction with procedures/surgery you have performed including the consultation, general organisation, staff, and practice locality using an online assessment tool.

The RANZCOG Post-Operative Patient Satisfaction Questionnaire (POSQ) focuses on:

- Communication between the doctor and patient prior to the procedure
- The informed consent process
- Information exchange and needs assessment

This activity is divided into two stages with each stage requiring a minimum of 50 electronic POSQ’s to be completed.

What does the survey involve?

Stage	Activity	PR&CRM Points
STAGE ONE Email questionnaire link to patients Analyse results Identify areas of improvement Set goals	Following the procedure/surgery provide consecutive patients with the electronic link to the online POSQs until you have been notified by the College that 50 questionnaires have been completed The results will be sent to you by the College in a Stage One package Complete the Stage One worksheet received in your package and submit to the College This stage must be completed within six months of receiving the Stage One package	3 points in the PR&CRM Category
After a minimum interval of four months, stage two may be commenced		
STAGE TWO Email questionnaire link to patients Analyse results Identify areas of improvement Set goals	Following the procedure/surgery provide consecutive patients with the electronic link to the online POSQs until you have been notified by the College that 50 questionnaires have been completed The results will be sent to you by the College in a Stage Two package Complete the Stage Two worksheet received in your package and submit to the College This stage must be completed within six months of receiving the Stage Two package	5 points in the PR&CRM Category

At the end of each stage, points will be automatically credited in the Practice Review & Clinical Risk Management category

Completion of this entire activity (Stage 1 & 2) will attract a total of 8 PR&CRM points, whilst completion of Stage One only will attract 3 PR&CRM points

To register for this activity please complete the order form below

For queries, contact CPD staff on +61 3 9417 1699 or conted@ranzcog.edu.au



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Post-Operative Satisfaction Questionnaire Order Form

Table with 3 columns: Prices (in Australian Dollars):, Australia, New Zealand, Overseas. Row 1: RANZCOG Fellows, \$AUD250.00 (includes 10% GST), \$AUD235.00

Credit card orders can be sent to RANZCOG CPD Department
Fax: +61 3 9419 7817
Email: conted@ranzcog.edu.au

Mail cheque/money orders to:
Post Operative Patient Satisfaction Questionnaire
RANZCOG, College House
254 - 260 Albert Street
EAST MELBOURNE VIC 3002
Australia

TAX INVOICE
ABN 34 100 268 969
This document becomes a Tax Invoice for GST when payment is received

REGISTRATION:

Registration form fields: RANZCOG Id, Full Name, Postal Address, Email address, Contact Number

PAYMENT:

Payment form fields: Option 1: CHEQUE, Option 2: CREDIT CARD (Visa/MasterCard), Name on Card, Card Expiry, Card number, Amount paid, Signature

OFFICE USE ONLY: 180QPO

* Overseas payments should be by international cheque drawn on an Australian Bank.