# Suggested prompts for appraisers to use to facilitate reflection on communications and relationships with, and feedback from patients, and the impact of the COVID-19 pandemic

* How did you communicate with your patients about the changes in services due to the COVID-19 pandemic? How did your communications change over time?
	+ What did you learn from this?
	+ Is there anything you would do differently in future as a result of what you have learned?
* How do you feel your relationships with your patients have developed since your last appraisal and what has changed as a result of the COVID-19 pandemic?
	+ What do you feel you want to capture and continue to build on?
	+ What do you feel you need to do differently as a result?
* How well do you feel you are able to serve your patients in the current circumstances?
	+ What, if anything, can you change to improve your patient services, or patient care, at this time?
* What patient feedback have you collected since your last appraisal, and what impact has the COVID-19 pandemic had on this?
	+ How did you, or your organisation, collect your patients’ views?
* What specific feedback have you had from patients – individually? as a service? as part of the NHS (if applicable)?
	+ Please summarise the key points of feedback, both positive and negative
	+ What have you learned from what patients said that you can capture and build on?
	+ What will you do differently as a result of patient feedback?

Always consider whether any ideas for improving patient care are appropriate PDP goals to capture. You should be trained in the skills to help the doctor work their goals up into well-designed SMARTER plans.