



Lothian PSQ

a new, digital way to collect patient feedback

NHS Lothian's Digital Department is pleased to present a new, digital, solution to support all of Lothian's doctors requesting, collecting and collating feedback from their patients; the **Lothian PSQ**.

The questionnaire is based on the [CARE questionnaire](#), which has been developed and rigorously tested by GPs, and used by thousands of clinicians in the UK.

The Lothian PSQ:

- is free for all NHS Lothian doctors
- is confidential to each doctor
- enables the use of SMS or QR Codes to send the survey to patients (paper option available)
- can be used by the doctor from a laptop, desktop, tablet or even mobile phone
- avoids the need for admin or outside input
- offers "green" practice by minimising paper printouts
- offers enhanced accessibility by text-to-speech and multi-language translation features via [Reachdeck](#)
- collates the feedback from patients and offers easy access to downloadable results for appraisal

Please see Dr Tracey Gilles (NHS Lothian Executive Medical Director) and more information on the [informational video here](#).

Watch a short (3.5 min) [video instruction](#), explaining how to use Envoy Messenger Lothian PSQ full [User Guide here](#)

To request an account:

- loth.pcpsq@nhs.scot (Primary Care)
- loth.scpsq@nhs.scot (Secondary Care)

If you have any specific questions, feel free to contact [Dr Mimi Cogliano](#), GP Appraisal Lead.