

## Measure # 35: Picker Patient Experience (PPE-15)

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# The Picker Patient Experience (PPE-15)

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Jenkinson C, Coulter A, Bruster S. The Picker Patient Experience Questionnaire: Development and validation using data from in-patient surveys in five countries. *Int J Qual Health Care* 2002; 14(5):353-58, by permission of Oxford University Press.

The text that follows was pulled directly from the Appendix of the source article indicated above.

1. When you had important questions to ask a doctor, did you get answers that you could understand?

Yes, always      Yes, sometimes      No      I had no need to ask

2. When you had important questions to ask a nurse, did you get answers that you could understand?

Yes, always      Yes, sometimes      No      I had no need to ask

3. Sometimes in a hospital, one doctor or nurse will say one thing and another will say something quite different. Did this happen to you?

Yes, often      Yes, sometimes      No

4. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?

Yes, completely      Yes, to some extent      No      I didn't have any anxieties or fears

5. Did doctors talk in front of you as if you weren't there?

Yes, often      Yes, sometimes      No

6. Did you want to be more involved in decisions made about your care and treatment?

Yes, definitely      Yes, to some extent      No

7. Overall, did you feel you were treated with respect and dignity while you were in hospital?

Yes, always      Yes, sometimes      No

8. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?

Yes, completely      Yes, to some extent      No      I didn't have any anxieties or fears

9. Did you find someone on the hospital staff to talk to about your concerns?

Yes, completely      Yes, to some extent      No      I had no concerns

10. Were you ever in pain?

Yes                      No

If yes...

a. Do you think the hospital staff did everything they could to help control your pain?

Yes, definitely      Yes, to some extent      No

11. If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so?

Yes, definitely      Yes, to some extent      No      No family or friends were involved

My family didn't want or need information      I didn't want my family or friends to talk to a doctor

12. Did the doctors or nurses give your family or someone else close to you all the information they needed to help you recover?

Yes, definitely      Yes, to some extent      No      No family or friends were involved

My family didn't want or need information

13. Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?

Yes, completely      Yes, to some extent      No      I didn't need an explanation  
I had no medicines -----      Go to question 15

14. Did a member of staff tell you about medication side effects to watch for when you went home?

Yes, completely      Yes, to some extent      No      I didn't need an explanation

15. Did someone tell you about danger signals regarding your illness or treatment to watch for after you went home?

Yes, definitely      Yes, to some extent      No