

Professional Development Activities



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Helping People Make a Difference

Doctors' Interpersonal Skills Questionnaire (DISQ)

Description of the Patient Feedback Instrument

- DISQ is designed to give GPs structured patient feedback on their interpersonal skills within the consultation.
- DISQ is administered by the receptionist to 30 consecutive patients.
- DISQ contains only 12 items which are rated by patients on a 1-5 scale, and it takes about two minutes to complete.

DISQ was designed according to a number of factors, such as a review of the international literatures, and input from doctor and patient focus groups throughout Australia. It is currently being used in New Zealand, the UK and Ireland, and throughout Australia. DISQ has been available for the past five triennia as part of the RACGP QA&CPD Program. Many Regional Training Providers (RTPs) throughout Australia are utilising the DISQ Program as an important learning tool for Registrars.

Results from patient responses are aggregated and presented to GPs in graphic format according to various patient characteristics such as gender, age and number of previous visits. GPs are required to complete and return a report, which includes identifying 3 skills identified from the results. The GP then practise these skills over a period of 3-4 weeks and make comment. To help GPs identify these skills, a DISQ Ready-Reckoner is provided with the results. The DISQ Ready-Reckoner corresponds each of the DISQ items with a number of relevant interpersonal, consultation skills.

DISQ is available in the following languages:
Italian, Greek,
Vietnamese, Arabic,
Chinese (Mandarin)
and Croatian.

What is the CREDIT POINT value of this activity?

GPs who return the 25 questionnaires, complete and return the report on their response to results, will receive **40 Category 1 Clinical Audit points in the QA&CPD Program and 30 points extended skills for ACCRM PDD**



Doctors' Advancing Interpersonal Skills Program (DAIS)

In response to requests from GPs who have undertaken the Doctors' Interpersonal Skills Questionnaire (DISQ) as a clinical audit, CFEP has developed the DAIS Program.

CFEP has received approval from the RACGP QA&CPD Program for the **40 POINT CATEGORY 1 Active Learning Module** called the **Doctors' Advancing Interpersonal Skills (DAIS) Program**.

DAIS contains 10 hours of CPD activity, which can be completed in your own time and at your own pace.

DAIS consists of a workbook and a 90 minute DVD containing segments of recorded GP consultation with patients

The GP is required to complete a brief written pre-test, read the workbook and watch examples of GP consultations provided in the DVD. They should reflect on their interpersonal skills by recording their responses to exercises in the workbook. This is then followed up with a brief written post-test to complete the activity.

For more information contact
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