

Patient health questionnaire (PHQ)

Information for patients

This leaflet is for patients who are having a planned surgical procedure and are required to complete a patient health questionnaire as part of their pre-operative assessment.

Steps to complete the questionnaire

1

Click on the questionnaire link sent to you by email.

The link may be blocked by your email system. Try to copy and paste the web address displayed in the email into a web browser. We recommend using Google Chrome or Microsoft Edge as the best web browser to open the link.

2

Log in using user 'First name', 'Last name' and 'Date of Birth' (DOB) and click 'Access Questionnaire'.

If you have multiple names, ensure you enter your name(s) in the correct 'First name' and 'Surname' boxes and in the right sequence.

3

Complete all applicable sections

Allow 30 – 45 minutes to complete. You can save and return to complete the questionnaire when convenient. While completing the questionnaire, we recommend saving often.

4

Sign the confirmation statement.

Once you have completed as much information as you can, tick the options in the confirmation statement and enter a digital signature in the final section of the questionnaire.

5

Press 'Submit'.

If you do not press submit, we will not receive your completed questionnaire.

Frequently asked questions

What is a patient health questionnaire?

The patient health questionnaire is an online questionnaire you will be asked to complete ahead of your pre-operative appointment. It includes questions about your general health and fitness, specific medical conditions, past operations, and any medications you are taking.

Why should I complete the questionnaire before the appointment?

Completing the questionnaire in your own space and time can help to ensure all necessary information is recorded and not missed or forgotten when you have your pre-operative appointment. If deemed suitable, it may be possible to offer you a telephone, rather than an in-person, pre-operative appointment, potentially saving you coming in to the hospital.

How and when will I receive the questionnaire?

The questionnaire will be emailed to you within 24 hours of being added to the waiting list. The email will be sent from 'MTW, Noreply-Phq (MAIDSTONE AND TUNBRIDGE WELLS NHS TRUST)'.

I don't have an email address

Don't worry. If for any reason you are unable to complete the patient health questionnaire online, when you attend your pre-operative appointment, the pre-operative practitioner will go through all the required information with you in person. Please bring a list of your medications with you to this appointment.

When should I complete the questionnaire by?

The questionnaire should be completed as soon as possible after you receive the email. The information you complete will be reviewed at the earliest opportunity to decide whether you need to attend your pre-operative appointment in person, or whether a virtual or telephone appointment may be suitable.

How long will the questionnaire take to complete?

For some patients, the questionnaire can be quick to complete. However, if you have a lot of medications/medical conditions to mention, we recommend setting aside 30-45 minutes to complete the questionnaire.

Will the questionnaire ‘time out’?

Yes. The questionnaire must be completed within two hours of opening the link. If you need more time, you can return to the email and use the link again to sign back in to the questionnaire.

Can I start completing the questionnaire and go back to it?

Yes, you can if you need to. Simply return to the email and use the link again to sign back in to the questionnaire.

I have not received my questionnaire – what do I do?

The questionnaire may be in your email ‘junk’ folder. Please check this. It will be sent via email from ‘MTW, Noreply-Phq (MAIDSTONE AND TUNBRIDGE WELLS NHS TRUST)’.

The questionnaire is not in my junk folder. What do I do?

If you still are unable to locate the email, please contact your CAU team to confirm they have the correct email address for you.

I am unable to open the link

The link may be blocked by your email system, so try to copy and paste the web address displayed in the email into a web browser. We recommend using Google Chrome or Microsoft Edge as the best web browser to open the link. Other web browsers such as Firefox may work, but some patients have experienced issues with the security settings on their web browser blocking them from opening the link.

I have opened the link and typed in my first name, surname and date of birth, but I am unable to log in to the questionnaire?

Check the details entered are entered correctly and as per your hospital record. These details can be found on your hospital letters. Alternatively, contact your CAU team.

What do I need with me to complete the questionnaire?

You will be asked to list all of your medications, so it may be useful to have your prescription to hand, as well as any important information about your medical history which you might want to refer to.

Can a family member help me complete the questionnaire?

Yes. One of the questions in the questionnaire will ask you about this.

Will I get a reminder to complete the questionnaire?

A reminder email may be sent to you if you have not completed the questionnaire within a week of the original email being sent. A reminder will be sent after two weeks.

If I have two reminder emails, which one should I use?

Only the most recent email will contain the valid link to the questionnaire.

I have started completing the questionnaire using the link I was sent, but now the link is not working – what is wrong?

Are you using the most recent email with the valid link to the questionnaire?

How do I finalise the questionnaire?

Once you have completed as much information as you can, you must digitally sign the confirmation statement in the final section of the questionnaire, then click 'Submit'. If you do not do this, we will not receive your completed questionnaire.

I have submitted the questionnaire, but have received another email asking me to complete the questionnaire again?

If you have recently completed a questionnaire and submitted it as above, please contact your CAU team to check your questionnaire has been received. You should not normally need to complete a second questionnaire within six months of a previous one being submitted.

I have submitted the questionnaire, but need to check/change the information I provided – what shall I do?

You can use the same link you were sent to re-open the questionnaire to check what you have written but once submitted, answers you have provided cannot be amended. However, when you attend your pre-operative appointment, the pre-operative practitioner will go through the information you provided with you in person.

I can't remember if I have completed the questionnaire. How can I check?

You can use the same link you were sent to re-open the questionnaire. Padlocks are displayed and the information you inserted is greyed out.

I have sent my completed questionnaire back, what happens next?

The questionnaire will be reviewed by the pre-operative practitioner and a pre-operative appointment will be made at a future date. When you attend your pre-operative appointment, the pre-operative practitioner will verify your questionnaire and make amendments as necessary.

I have followed everything above and still I am having difficulty with either the email or the questionnaire – what do I do?

Contact the Booking team.

Contact information

Booking team - *regarding general queries and appointments*

Gynaecology	01622 228222
ENT (Ear, Nose & Throat)	01622 228218
Orthopaedics	01622 228221
Surgery	01622 228220 - <i>this includes general surgery, urology and breast services</i>

Pre-operative Assessment team – *regarding information on the PHQ*

Tunbridge Wells Hospital	01892 635854
Maidstone Hospital	01622 224607
Fordcombe Hospital	01892 741174



Privacy:

Data security:

The information provided on the patient health questionnaire will be securely held by Maidstone and Tunbridge Wells NHS Trust.

More information:

- **How We Use Your Data**
<https://www.mtw.nhs.uk/patients-visitors/your-information/>
- **Understanding Patient Data - What You Need To Know**
<https://understandingpatientdata.org.uk/introducing-patient-data>