

Your Voice in Family Medicine



Patients are **important partners** in Family Medicine. We use your feedback in many ways...

- Improving care
- Understanding patient priorities
- Supporting patient advocacy
- Teaching new doctors

In the **CPIN-LEAP project**, we are using patient feedback to train new doctors on **patient-centred communication**.

What is patient-centred communication?

Shows interest and understands your concerns.

Makes you feel safe, supported and heard.

Involves you in your health decisions.

What are we doing?

Our survey asks whether your doctor used **patient-centred communication techniques**.

"Did the doctor make you feel comfortable and safe?"

-CPIN LEAP Survey Question



How do I get involved?

Make your voice heard! Let your doctor know you are interested in supporting research like the **CPIN-LEAP** project. If they are participating, you may be invited to complete a brief **5-minute** feedback survey after your appointment.

You can also contact rechercheDFM@uottawa.ca to learn more!

What have we found?



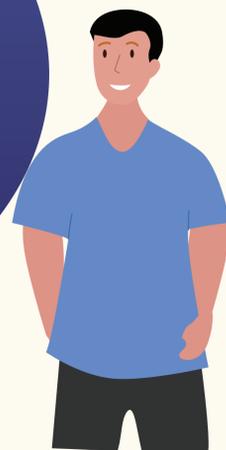
12
New doctors
participated

137
Patients
completed the
survey



How have patients felt?

"This project has the potential to make a real difference in how healthcare providers communicate and improve the well-being of their patients."



- Patient Partner

What's next?

We plan to grow the number of patients who give feedback by giving the survey in **more family medicine clinics**.

We want to create a healthcare culture where patients feel **valued, heard**, and know their opinions **matter** to their doctors.

There are many other ways patients can contribute to health research:

Filling out feedback surveys at the doctor's office.

Sharing your thoughts about new research projects.

Contact
rechercheDFM@uottawa.ca
for more information!

Resources

Find out more about the **Canadian Primary Care Information Network:**

<https://cpin-rcip.com/>



Find out more about research at the **University of Ottawa Department of Family Medicine:** <https://www.uottawa.ca/faculty-medicine/family>



Acknowledgements

We would like to extend thanks to the many patient partners who have made this study possible.

Resources

1. Stewart M, Brown JB, Weston WW, Freeman T, Ryan BL, McWilliam CL, et al. Patient-Centered Medicine: Transforming the Clinical Method [Internet]. 4th ed. Boca Raton: CRC Press; 2024 [cited 2025 Jan 8].

Available from: <https://www.taylorfrancis.com/books/9781003394679>

2. Physician-patient: Communicating effectively with patients to optimize their care. 2021 Mar [cited 2024 Jun 25]; Available from: <https://www.cmpa-acpm.ca/en/education-events/good-practices/physician-patient/patient-centred-communication>