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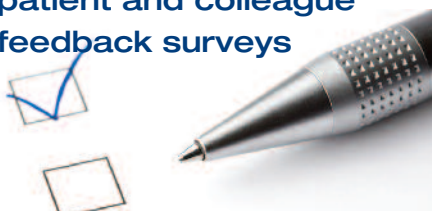
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Specialists in
patient and colleague
feedback surveys



CFEP Release New Survey

How did you score in the "National Patient Survey"?

Many practices are unhappy with their results from the National Patient Survey. Some feedback indicates that this postal survey captured data from patients who hadn't visited the practice in more than a year and were therefore unaware of access issues.

In response to demand, CFEP UK Surveys has developed a patient questionnaire to help practices measure patient experience of access. It is not designed to challenge the National Patient Survey results but it will enable you to look in more depth at your patients' views on access.

Improving Access Questionnaire



1. Are you convinced that you should have scored higher?

CFEP UK Surveys has listened to Practice Managers and has carefully created a questionnaire designed to give accurate and invaluable access information that really counts.

This brief questionnaire comprises of 14 questions, including patients ratings of both importance and experience of access issues such as:

- Bookings
- Opening hours
- Telephone contact

2. What are the benefits of participating in an access questionnaire with CFEP UK Surveys?

- We are an external Independent Service Provider
- The questionnaire will provide you with more relevant access information

As an Exit Survey, it ensures that:

- data is collated from patients who visit your practice recently and know your access
- immediate feedback
- a higher response rate*

* exit surveys response rate 85%, postal response rate 40%

3. Piloting

Currently, a number of practices are piloting the survey which will be made available in October.

4. How do you get "access" to the questionnaire?

Simply contact Karen Wigmore to request a form

- 01392 252740 karen.wigmore@cfep.co.uk

or visit our website

- www.cfep.co.uk

Revalidation Multisource Feedback



Change is coming

It has recently been made clear that relicensing and recertification will be combined in a single process informed by a more formalised appraisal system, including mandatory feedback from patients and colleagues, otherwise known as multisource or 360° feedback.

The GMC has stipulated that by 2011 doctors will need to demonstrate, on a regular basis, that they remain up-to-date and fit to practise.

The 3 elements to revalidation are:

- To confirm that licensed doctors practise in accordance with the GMC's generic standards.
- To confirm that doctors on the GMC's specialist register or GP register continue to meet the standards appropriate for their speciality.
- As a backstop to identify for further investigation and remediation where appropriate doctors whose practise is impaired or may be impaired.

Why CFEP?

CFEP is an independent organisation specialising in patient and colleague feedback surveys for professionals working within the NHS and allied health services.

Established for 10 years in the UK we have developed an impressive and diversified portfolio of validated tools for primary and secondary care environments. These tools have been shown to make a positive difference to practices and health professionals alike.

Products

CFEP, in conjunction with Peninsula Medical School, are able to offer you a package made up of the GMC's questionnaires that meets revalidation standards. The **GMC MSF tool** comprises of three elements;

- patient questionnaire (PQ)
 - colleague questionnaire (CQ)
 - self-assessment questionnaire (SQ)
- On completion of these elements doctors are issued with a collated report comprising of feedback from these three components.

CFEP's own 360 tool is supported by peer-reviewed publications and we also have extensive experience in the survey administration process through our work with the GMC and Peninsula Medical School in validating the GMC's patient and colleague surveys.

CFEP 360 incorporates:

- Post consultation patient questionnaire
- Colleague Feedback Evaluation Tool (CFET)
- Self Assessment

Take action now

4 good reasons to get ahead of the game:

- Although not required until 2011, completing a multisource feedback survey early will familiarise you with the process and time factors involved.
- Results from the survey can be fed into your appraisals.
- By completing our survey now and in 2011, we can provide you with a comparative results table so you can easily track improvements, strengths and weaknesses.
- Why wait until revalidation is mandatory? Have the desire to improve your skills and techniques now. Our user friendly report will give you the ability to focus on any areas needing improvement prior to 2011 and help you work toward positive change.

For details contact Matthew Taylor on 01392 252740 or email matthew.taylor@cfep.co.uk

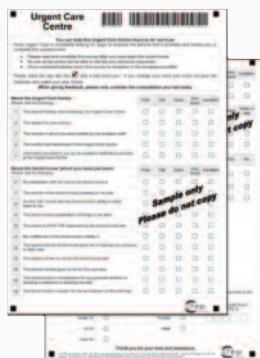
Visit www.cfep.co.uk/360 to download an application form.

CFEP's experience and practical guidance materials can help your organisation identify strengths and weaknesses, and work toward positive change.

Urgent Care Centre Questionnaire

Following on from the successful production of the 8-8 survey, CFEP has now developed a questionnaire specifically designed to meet the needs of Urgent Care Centres.

Although similar to the 8-8 Centres, Urgent Care Centres are often run with nurse/nurse practitioners and primarily run without booked appointments and may be open longer hours. The survey takes into consideration these variables and its aim is to supply centres with a tool which can provide an insight into how the user perceives the centre, its staff and the quality of care received.



What CFEP provides

- Complete administration and analysis service
- Post consultation exit survey
- 26 questions
- Confidential
- 2 written comments boxes

Questionnaire sections include:

- About the Urgent Care Centre
- About the doctor/nurse
- After your visit
- Finally (further info)

Results

- Clear, comprehensive reports presented in a simple format - at a glance information
- Structured patient feedback, incorporating written comments
- National benchmarks allowing comparison of your service with others
- Support materials to help you interpret your results



No other tool measures up to CFEP's questionnaire for patients with long-term conditions

There has been increasing interest in CFEP's Patient Partnership in Care (PPiC) questionnaire, which now over 7000 patients have completed. PPiC is a generic tool which measures the ability of all clinicians to work in partnership with patients with long-term conditions (LTC) to support and motivate self management. As data is collected benchmarks specific to clinician types and various LTC are being produced.

PPiC is a concise questionnaire, contained on 2 sides of A4, and is divided into 2 subsections: the first measuring the patient/clinician partnership, through a series of interpersonal skill evaluation questions, and the second the degree of confidence patients have to self manage their condition. An extensive literature search has revealed that no other tool measures these two parameters simultaneously.

CFEP currently has a paper in press to be published next month in an academic journal. The paper reaffirms the validity of the tool and its reliability and sensitivity to change. In addition, it demonstrates a positive correlation between partnership and confidence to self manage. The better the partnership the greater the confidence patients have to self manage their particular LTC. The paper also shows that when the survey is carried out by the same clinician on two occasions with a training session in between the first and second survey, that results significantly improve on the second occasion. This clearly indicates that by identifying, concentrating on and improving key interpersonal skills involved in the partnership relationship with patients that confidence to self manage LTC can be increased.



OUT OF HOURS meeting your needs

In an effort for CFEP to continually meet the needs of our customers, we have recently sought opinions from several of our out-of-hours customers. We asked them the question: How we could present the data collected in a more user friendly way? Subsequent to this advice our OOH reports now include:

- Complete explanation of benchmark calculations, including number of surveys and providers included in calculation.
- Comprehensive traffic lighting of scores to highlight both the positive and negative areas of performance.
- Extra patient demographic capture and breakdown.
- Mean scores broken down by both time and day of consultation.

These improvements to our reports, including updated benchmarks captured from a larger dataset, we hope will not only help the provider to demonstrate to their PCT how the service they have commissioned is performing, but also, and most importantly, highlight how the service that is provided can improve to meet the needs of the patient.

CFEP accredited with prestigious certification

CFEP UK Surveys was awarded ISO 9001: 2000 certification in 2008. The ISO 9001 certification process has since been amended to a 2008 standard; in July 2009 CFEP completed its second independent assessment.

CFEP has always been proud of the service it offers its clients and the way

that business is conducted within the organisation, but this has now been affirmed by the sequential certification of the ISO 9001 standard by outside experts, who are used to judging standards on a daily basis in a wide variety of trades and industries.

This consistent certification substantiates

CFEP's position as one of the leaders in clinical surveying, by providing evidence through regular internal auditing and external assessment of:

- quality assurance measures
- improvement of the organisation's best business practices
- maintaining a company ethos of progress through reflective analysis.



Conferences & Exhibitions

CFEP are exhibiting at the following conferences and exhibitions. Feel free to come and talk to us about our products.

Urgent Care Conference 2009 - 16th September 2009 - Congress Centre, London

Urgent Care 2009 will consider how the NHS and wider Healthcare system can respond to the reduction in income over the next few years while continuing to manage and oversee their services to achieve and improve core services. The conference includes workshops and speakers, including our very own David Jenner.

www.urgentcare2009.co.uk

NHS Alliance Annual Conference - 20th October 2009 - Manchester

This year's conference will look at things through the eyes of a reality check panel made up of a patient, clinician, manager and commentator. Themes include: Integrated commissioning and integrated provision - many players but one goal; Delivering World Class Commissioning and the Darzi strategies - solving big issues with practical solutions; Weathering the economic storm - health in a cold climate.

www.nhsalliance.org

RCGP Conference 2009 - 5th-7th November 2009 - Scottish Exhibition & Conference Centre, Glasgow

Now in its third year and promising to be bigger and better than ever! A packed programme has been developed by experts to ensure that there is something to suit everyone, with specially tailored streams for GPs in training and practice teams.

Visit us at stand 12

www.rcgpannualconference.org.uk

NICE Conference 2009 - 2nd December 2009 - Manchester

Innovation and the value it can bring when it really works for patients will form the theme for NICE 2009. Sessions will examine what kind of innovation brings value and how NICE, through its existing and new programmes helps the NHS distinguish between the simply new and the truly essential.

www.nice2009.co.uk

CFEP Surveys at a Glance

REVALIDATION

Colleague Feedback Evaluation Tool (CFET)

Is a validated tool designed to provide health professionals with feedback from a range of colleagues.

c: Matthew Taylor
t: 01392 252740
e: matthew.taylor@cfep.co.uk

Multisource Feedback (CFEP 360)

Supporting appraisal and revalidation. Post consultation patient questionnaire combining DISQ or IPQ with CFET to obtain broad spectrum, comprehensive feedback in one report.

GMC Multisource Feedback (GMC MSF)

CFEP is an approved supplier of services to the General Medical Council.

Doctors' Interpersonal Skills Questionnaire (DISQ)

A 13 item questionnaire designed to give health professionals structured patient feedback on their interpersonal skills within the consultation. Highly suitable for sessional doctors.

c: Karen Wigmore
t: 01392 252740
e: karen.wigmore@cfep.co.uk

Interpersonal Skills Questionnaire (ISQ)

Tailored to accommodate various specialties in primary and secondary care, this 13 item questionnaire focuses on the health professional's interpersonal skills.

GENERAL PRACTICE

General Practice Assessment Questionnaire (GPAQ)

A highly trusted patient feedback tool developed by the National Primary Research & Development Centre, Manchester, to gain patient feedback on the quality of care provided by practice and staff. Can be used at Practice level and Individual GP level.

General Practice Assessment Questionnaire (GPAQ DIY)

We also offer a data analysis service if you wish to print and distribute the questionnaires yourselves.

Improving Access Questionnaire (IAQ)

A post consultation exit survey designed to help practices measure patient experience of access at the practice.

Improving Practice Questionnaire (IPQ)

A post consultation exit survey providing structured patient feedback on quality of care provided by the practice. It also allows individual practitioners to obtain interpersonal feedback.

Patient Partnership in Care (PPiC)

Developed for clinicians with an interest in supporting patients in self-management. This 16 question exit survey is designed to measure patients' perception on how their clinician empowers them towards self-care.

Telephone Consultation Questionnaire (TCQ)

The TCQ evaluates health professional's telephone skills during telephone consultation or carrying out triage. The survey measures the degree of reassurance and understanding promoted by the experience.

c: Karen Wigmore
t: 01392 252740
e: karen.wigmore@cfep.co.uk

OUT OF HOURS

Out of Hours Patient Questionnaire (OPQ)

A postal survey designed to gain patient feedback on quality of care. The 3 areas covered are telephone advice, treatment centre, home visit.

c: Matthew Taylor
t: 01392 252740
e: matthew.taylor@cfep.co.uk

HOSPITALS

Improving Hospitals Questionnaire (IHQ)

This post consultation exit survey is designed for hospital departments and provides structured patient feedback on the quality of care provided, allowing health care professionals to obtain feedback on their interpersonal skills within the consultation.

c: Karen Wigmore
t: 01392 252740
e: karen.wigmore@cfep.co.uk

ISQ / CFET / CFEP 360 / PPiC also available (see details and contact above)

PHARMACIES

Community Pharmacy Patient Questionnaire (CPPQ)

We are an independent provider of the annual CPPQ, results of which can easily be used to meet PCT feedback requirements for the Community Pharmacy Contract.

c: Karen Wigmore
t: 01392 252740
e: karen.wigmore@cfep.co.uk

CPPQ DIY / ISQ / also available (see details and contact above)

DENTISTS

Improving Practice Questionnaire for Dentists (IPQ)

Post consultation exit survey providing structured patient feedback on the quality of care provided by the practice.

c: Karen Wigmore
t: 01392 252740
e: karen.wigmore@cfep.co.uk

BESPOKE

CFEP's extensive experience puts us in an enviable position in the specialist market of bespoke surveys to meet your needs. We are experienced in designing questionnaires and running surveys to specifically capture information that health professionals and organisations would find valuable. We have the skill and capacity to gather and feed back information and data to you in bespoke formats.

c: Sarah White
t: 01392 252740
e: sarah.white@cfep.co.uk



Contact us

CFEP UK Surveys

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