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**“Fit for Purpose...”**

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## RCGP identifies CFEP's surveys as “Fit For Purpose For Revalidation”

The RCGP has recently been undertaking a review of colleague and patient surveys to assess which of these are fit for purpose for revalidation. A variety of current surveys were analysed by Professor Jocelyn Lockyer of Calgary University Canada who is an expert in this field.

CFEP is pleased to report that it's in house surveys – Improving Practice Questionnaire (IPQ) patient survey, (Doctors') Interpersonal Skills Questionnaire (D)ISQ and Colleague Feedback Evaluation Tool (CFET) colleague survey, along with GMC's patient and colleague surveys (PQ and CQ) were all approved as “fit for purpose”. Many of you will know the IPQ which was approved for use in the QOF in the GP contract and has been used by many thousands of GP practices and also many PCTs.

CFEP has worked with the Peninsula Medical School under contract to the GMC to pilot and validate the GMC questionnaires, and is the only organisation in the UK currently licensed to offer and analyse these in practice. All results from these surveys will be fed into the ongoing evaluation of these tools.

CFEP can offer all of these surveys to doctors in their preparations for appraisal and revalidation. We are the only provider currently recognised by the RCGP as able to offer a choice of 'fit for purpose' patient and colleague survey tools that can be combined to create the opportunity to gain full 360° feedback to meet your needs.

Please be careful when selecting a patient or colleague survey product that you choose a robust and valid tool. The full report and the RCGP statement can be read here

[www.rcgp.org.uk/PDF/revalidation\\_Final\\_Report\\_to\\_RCGP\\_COLLEAGUE\\_AND\\_PATIENTS\\_August\\_19\\_2010.pdf](http://www.rcgp.org.uk/PDF/revalidation_Final_Report_to_RCGP_COLLEAGUE_AND_PATIENTS_August_19_2010.pdf) and list those tools it considers fit for purpose.

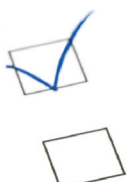
As yet the GMC has not confirmed the formal process for accrediting patient and colleague surveys or indeed the final requirements for revalidation, but is expected to report back from its consultation on October the 18th.

Watch this space for further news and in the meantime come and meet us on stand 38 at the RCGP Annual conference in Harrogate from the 6th to the 9th October or at the NHS Alliance Conference in Bournemouth 18th to the 19th November 2010.

If you would like more information please contact us on 01392 252740 and speak to one of the team who will be happy to explain the process.



Specialists in patient and colleague feedback surveys



# Patient Partnership in Care (PPiC)

**CFEP's Patient Partnership in Care (PPiC) questionnaire, used to support and motivate self management, is now being used by clinicians working with cancer survivors and within a Diabetes Specialist Nurse Team.**

The PPiC questionnaire, a generic tool which measures the ability of all clinicians to work in partnership with patients with long term conditions to support and motivate self management,

already being used to support clinicians in a number of specialties, is now being used in two additional areas.

Nurses within a Diabetes Specialist Nurse Team are using the tool to measure their patient/clinician partnership, and to assess degree of confidence patients have to self manage their condition in order to enable planning, implementation and monitoring of service improvements in diabetes care.

The PPiC is also being used to

support clinicians working with cancer survivors. These survivors often have similar needs to those with a long term condition, and often benefit from self managing their health and lives as a result of their illness.

Both projects benefit from a workshop training intervention to discuss and consolidate key partnership skills. However, it has been shown with other patient experience feedback surveys that improvements in performance are noted if carrying out the survey on more than one occasion.

## CFEP Surveys at a Glance

REVALIDATION	
<p><b>Colleague Feedback Evaluation Tool (CFET)</b> Is a validated tool designed to provide health professionals with feedback from a range of colleagues.</p> <p><b>Multi-source Feedback (CFEP 360)</b> Supporting appraisal and revalidation. Post consultation patient questionnaire combining DISQ or IPQ with CFET to obtain broad spectrum, comprehensive feedback in one report.</p> <p><b>GMC Multi-source Feedback (GMC MSF)</b> CFEP is an approved supplier of services to the General Medical Council.</p>	<p><b>c:</b> Matthew Taylor <b>t:</b> 01392 252740 <b>e:</b> matthew.taylor@cfep.co.uk</p>
<p><b>Interpersonal Skills Questionnaire (ISQ)</b> Tailored to accommodate various specialties in primary and secondary care, this 13 item questionnaire designed to give health professionals structured patient feedback on their interpersonal skills within the consultation. Highly suitable for sessional doctors.</p>	<p><b>c:</b> Karen Wigmore <b>t:</b> 01392 252740 <b>e:</b> karen.wigmore@cfep.co.uk</p>
GENERAL PRACTICE	
<p><b>General Practice Assessment Questionnaire (GPAQ)</b> A highly trusted patient feedback tool developed by the National Primary Research &amp; 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.</p> <p><b>General Practice Assessment Questionnaire (GPAQ DIY)</b> We also offer a data analysis service if you wish to print and distribute the questionnaires yourselves.</p> <p><b>Improving Access Questionnaire (IAQ)</b> A post consultation exit survey designed to help practices measure patient experience of access at the practice.</p> <p><b>Improving Practice Questionnaire (IPQ)</b> 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.</p> <p><b>Patient Partnership in Care (PPiC)</b> 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.</p> <p><b>Telephone Consultation Questionnaire (TCQ)</b> 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.</p>	<p><b>c:</b> Karen Wigmore <b>t:</b> 01392 252740 <b>e:</b> karen.wigmore@cfep.co.uk</p>
OUT OF HOURS	
<p><b>Out of Hours Patient Questionnaire (OPQ)</b> A postal survey designed to gain patient feedback on quality of care. The 3 areas covered are telephone advice, treatment centre, home visit.</p>	<p><b>c:</b> Matthew Taylor <b>t:</b> 01392 252740 <b>e:</b> matthew.taylor@cfep.co.uk</p>

## Contact us

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