

## This issue...

### Health Quality Accounts

Are you ready for the change in legislation? 1

### Multi-Source Feedback

GMC tools and CFEP's own 360 have been positively received... 2

### PPiC

Professionals work in partnership with patients to support and motivate self-management 2

### GP Led Health Centres

3

### Out-of-Hours

CFEP can supply its OPQ OOH questionnaire to match your specifications 3

### PROMs

What CFEP can offer your organisation 3

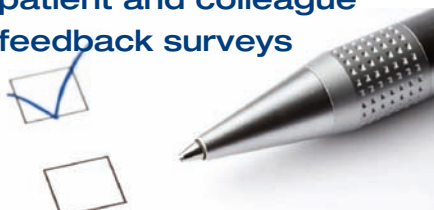
### Choice

we have developed a rapid post consultation postal survey 3

### Special Offer 4



Specialists in  
patient and colleague  
feedback surveys



## Legislation will make Health Quality Accounts compulsory by April 2010. What can you do to prepare your evidence?

Health quality accounts are to be compulsory for all healthcare providers working for or on behalf of the NHS to publish from April 2010 to give their patients and users a picture of the quality of services provided.

They were announced in Lord Darzi's vision for the NHS "High Quality Care for All" and will be enshrined in legislation.

How can your organisation demonstrate quality? – we at CFEP can help with our range of validated patient surveys designed to give robust feedback with clearly designed reports on how your patients perceive the services you provide.

These are ideal for sharing headlines with patients and we can adapt these into posters and

powerpoint presentations to help you communicate the results to patients.

Why not ask us for our "health quality account packages" which can use a range of surveys to measure the patient experience with clinicians communication skills, (DISQ), telephone consultation skills (TCQ), self care empowerment skills (PPiC) as well as satisfaction with healthcare premises, reception staff and systems (IPQ, OPQ, IHQ).

This policy (subject to legislation) will apply to OOH Providers, Acute Trusts, PCT Providers, General Practices and other primary care contractors so why not get ahead and prepare evidence on your relationship with patients?

For further information call 01392 252740  
or email [enquiries@cfep.co.uk](mailto:enquiries@cfep.co.uk)

# Multi-Source Feedback (MSF)

## Supporting appraisal and revalidation



The Revalidation agenda is gaining momentum (likely start date of 2010/2011) and responsible officers are due to be recruited shortly. CFEP-UK Surveys (in partnership with the Peninsula Medical School) continues to support the work being undertaken by the General Medical Council (GMC) in its validation of their multi-source feedback tools.

Both the GMC tools and CFEP's own 360 survey were positively received by an independent evaluation commissioned by the Royal College of General Practitioners (RCGP).

At present the RCGP has recommended the GMC colleague tool as being suitable for re-evaluation but we are confident that with the inclusion of a question covering education and training our CFET tool will be fit for approval in future.

The RCGP is currently evaluating patient questionnaires in similar fashion.

The RCGP has also published its

"Guide to the Revalidation for GPs Version 1" available on the RCGP website which advises patient and MSF feedback will need to be provided twice in a five year revalidation cycle (once in the first two years and once in the last two years).



This document awaits formal endorsement from the GMC before it becomes official policy but sets the likely requirements for revalidation for GPs.

The other Royal Colleges are all considering which MSF and patient tools to use but as yet only the RCOG has announced its preference – again for the GMC tool.

CFEP can administer and analyse the GMC colleague tool for interested individuals and organisations on request.

Over 3,000 clinicians from 100+ Trusts (Primary and Acute) have undertaken CFEP's individual feedback surveys.

CFEP has also developed a support and training-arm to accompany the feedback of MSF results. A help-desk is available for those clinicians who wish to discuss their results, and trainers are available to undertake workshops with those Appraisers who wish to improve their feedback skills on MSF.

For more information regarding 360 feedback contact:

Matt Taylor, Project Manager

t: 01392 252740

e: matthew.taylor@cfep.co.uk

### Patient Partnership in Care (PPiC) Survey



patients to support and motivate self management.

eight health-care communities. Recent research has shown that there is a strong correlation between patient confidence in self-managing their LTC and how they rate the interpersonal and partnership skills of their clinicians.

Clinicians and other health professionals across both secondary and primary care are finding benefits in surveying their patients with long term conditions (LTC).

By providing both benchmarked data and the written comments from patients, the feedback reports from the survey allows health professionals to identify both their strengths and areas that may require further improvement.

Contact **Kellyjean McGovern** on **01392 252740** or by email **kellyjean.mcgovern@cfep.co.uk** for further information.

The PPiC is designed to measure the ability of health professionals to work in partnership with such

One of the significant areas of use for the PPiC is the Health Foundation's Co-Creating Health Initiative which has been implemented across the UK in



## GP Led Health Centres

In response to these new centres which are opening up all over England – (one in each PCT area) CFEP has developed a new patient survey to reflect the balance of walk in and booked appointments these new practices will offer.

Our “8-8” questionnaire is designed to carefully capture the patient experience and the demographic profile of patients attending these practices whether they are registered or unregistered and help services be adapted in response to this feedback.

We hope these surveys will prove invaluable to both the commissioners and providers of these GP Led health Centres.

For more details contact  
**01392 252740**  
[enquiries@cfep.co.uk](mailto:enquiries@cfep.co.uk)

## Patient-Reported Outcome Measures

What CFEP can offer your organisation

### Consultation service

We will be able to advise on appropriate PROMs for different health conditions, where to obtain the questionnaire and any copyright issues involved. Consideration will also need to be given to how the data are collected and scored.

### Survey and Analysis service

CFEP will be able to organise the distribution and collection of PROMs for your evaluation requirements. Some PROMs can be delivered by means other than pen and paper, such as by telephone, web browser, touch screen computers and mobile phone.

For further information contact  
**01392 252740**  
[enquiries@cfep.co.uk](mailto:enquiries@cfep.co.uk)

# Out of Hours

pg 3

CFEP can supply its OPQ questionnaires to OOH Organisations to match specifications and help provide independent and benchmarked feedback on the patients experience of the quality of service provided.

The survey tools cover telephone advice, treatment centre attendances and also home visits and can be built into regular performance reports.

With revalidation beckoning soon, CFEP can also provide patient and colleague surveys for doctors employed by OOH providers as a key part of the appraisal process.

### Out of Hours Benchmark Tool

CFEP is working with the Primary Care Foundation to produce a shortened patient survey as part of its “Benchmark Tool”.

This has been designed to give PCT commissioners a rapid high level overview of the quality of OOH services commissioned and how they compare with other areas. This tool does not seek to replace or reproduce the detail of the OPQ survey or meet the national requirements for provider patient surveys and is thus only available as part of the PCF “Benchmark Tool” package.

Contact 01392 252740 or [enquiries@cfep.co.uk](mailto:enquiries@cfep.co.uk)  
for further details

# Choice

We have had several requests from PCTs to develop a local variant of the national “Choice” survey to capture the reality of the offer of choice given to patients.

It is felt that long delays between the choice being offered and the survey being administered, and also surveys being conducted or appearing to emanate from other providers of services, like hospitals, may distort the patient’s perception and recall of what has been offered.

Thus we have developed a rapid post consultation postal survey to capture the offer of choice shortly after it has potentially been made.

If you are interested in using this survey contact

**Jon Day**

on

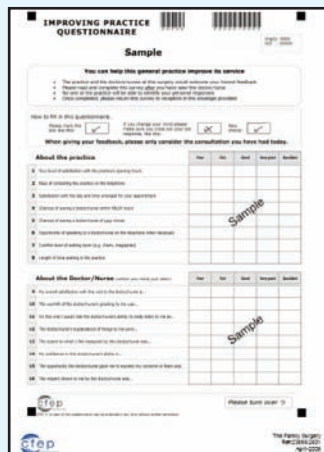
**01392 252740 [john.day@cfep.co.uk](mailto:john.day@cfep.co.uk)**

# SPECIAL OFFER

Would you like year on year comparison results from your patient survey?

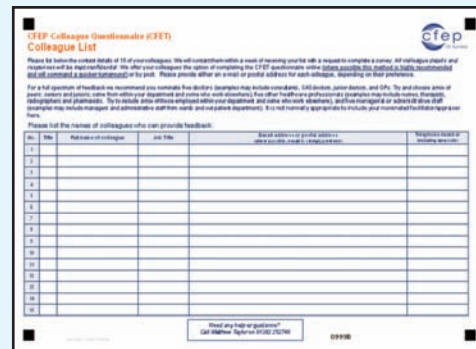
Would you like a "dry run" for revalidation?

Patient Feedback  
**IPO**  
(Improving Practice Questionnaire)



The image shows a sample of the Improving Practice Questionnaire (IPO). It includes a header with the CFEP logo and the title 'IMPROVING PRACTICE QUESTIONNAIRE'. Below the title, there is a 'Sample' section with instructions and a list of questions. The questions are organized into two main sections: 'About the practice' and 'About the Doctor/Nurse'. Each section contains a list of statements with a corresponding table for recording responses. The table has columns for 'Yes', 'No', 'Not', and 'Response', and a 'Number' column. The word 'Sample' is written diagonally across the table.

Colleague Feedback  
**CFET**  
(Colleague Feedback Evaluation Tool)



The image shows a sample of the Colleague Feedback Evaluation Tool (CFET). It includes a header with the CFEP logo and the title 'CFEP Colleague Questionnaire (CFET) Colleague List'. Below the title, there is a 'Colleague List' section with instructions and a table for recording responses. The table has columns for 'No.', 'Name', 'Address or workplace', 'Job title', 'Email address or mobile number', and 'Telephone number'. The table is currently empty.

+

= 360

ALL AT LAST YEAR'S PRICES!



Contact us

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