

Legislation will make Health Quality Accounts compulsory by April 2010

What can you do to prepare your evidence?



Contact us

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Helping People Make a Difference

CFEP UK Surveys

Client Focused Evaluation Programme

CFE**P** is an independent organisation specialising in patient and colleague feedback surveys for professionals working within the NHS and allied services. CFEP has been established for 10 years in the UK. Throughout this time we have built up an impressive and diversified portfolio of validated tools for primary and secondary care environments which have been shown to make a positive difference to practices and health professionals alike.



CFEP has an enviable track record and have conducted patient surveys for 40% of the UK's General Practices, surveying over 750,000 patients each year.

We offer a diversity of validated tools for healthcare professionals and organisations.

Who will be affected by the change in legislation

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

What are Health Quality Accounts

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

HQAs 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?

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 if needed to help you communicate the results to patients.

Packages

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)



GP Led 8-8 Health Centres

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.

Designed for you

Complete administration and analysis service	Clear, comprehensive, confidential reports - Quantitative and qualitative data
Knowledgeable staff able to provide prompt help	Structured patient feedback; incorporates written comments
Comprehensive pack provides all you need to administer your survey	Analysis of your scores against national benchmarks
Questionnaire translations available	Support materials to help you interpret your results

CFEP's experience and practical guidance materials will help you to identify your strengths and weaknesses and work toward positive change

If you would like further information regarding the services provided by CFEP please contact us:

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