

Do you know what patients are saying about your access?

Our Improving Access Questionnaire will help you access this information



Contact us

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v1.1



Helping People Make a Difference

CFEP UK Surveys

Client Focused Evaluation Programme

CFEP 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 it has 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.

our
aim is to inspire
improvement



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.

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

- clear, comprehensive reports presented in simple format
- at a glance information
- structured patient feedback, incorporates written comments
- tables displaying frequency distributions, demographic information
- performance comparison and benchmark data

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 16 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