

Are you there when patients need you?

An introduction to how Out-Of-Hours providers can use surveys and workshops to their advantage



Contact us

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Helping People Make a Difference

CFEP UK Surveys

Client Focused Evaluation Programme

CFEF 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

CFEP has developed dedicated survey materials designed specifically to give patients seeking out-of-hours care a chance to feedback their experiences on the advice they have received.



(OPQ) Out-of-Hours Practice Questionnaire

The Out-of-Hours Patient Questionnaire (OPQ) is a postal survey designed to gain patient feedback on the quality of care provided by their out-of-hours service.

The questionnaires are split into three specific areas:

- Telephone advice
- Treatment centre
- Home visit

The questions focus on the

following areas of patient satisfaction:

- Speed and ease of response
- Care provided by reception staff and call-handling staff
- Access to care and treatment
- Interpersonal communication skills in consultation
- Services provided in the out-of-hours setting

The survey can be adapted to meet your needs as an out-of-hours service provider.

(D)ISQ Doctor's Interpersonal Skills Questionnaire

Extensive validation studies have shown this questionnaire to be highly reliable.

This 13 item questionnaire focuses on the health practitioners' interpersonal skills.

Completing the survey enables you to adhere to national requirements for providers (Quality Requirement 5: National Requirements in the Delivery of Out-of-Hours Services, July 2006, Gateway no. 6893) asks providers to 'audit patient's experience of the service'.

PCT Tendering

Satisfy PCT tendering requirements with the promise of running an independent CFEP OOH patient experience questionnaire.

Workshops

Our Professional Development Workshops are available to discuss key findings raised by the survey, explore specific relationship building skills and mutually develop action plans.

Designed for you

Complete administration and analysis service	Questionnaire translations available
Knowledgeable staff able to provide prompt help	Clear, comprehensive, confidential reports for different out-of-hours services
Adheres to Data Protection law	Quantitative and qualitative data
Questionnaires, instructions and pre-paid envelopes posted to patients	Analysis of your scores against national benchmarks
Completed questionnaires are returned directly to us	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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