

# Work towards a positive change

An introduction to how you can facilitate change at your practice



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Helping People Make a Difference

# CFEP UK Surveys

## Client Focused Evaluation Programme

**C**FE**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 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 an impressive track record and has conducted patient surveys for 40% of UK's General Practices, surveying 750,000 patients each year.

### (CFET) Colleague Feedback Evaluation Tool

The CFET questionnaire is a validated tool designed to provide health professionals with feedback from a range of colleagues.

### (IPQ) Improving Practice Questionnaire

The IPQ is a post consultation exit survey which provides structured patient feedback on the quality of care provided by the practice.

It also allows individual practitioners to obtain feedback on their interpersonal skills within the consultation

### (DISQ) Doctor's Interpersonal Skills Questionnaire

This is a 13 item questionnaire designed to give health professionals structured patient feedback on their interpersonal skills within the consultation. Those of you who are familiar with the Improving Practice Questionnaire (IPQ) will recognise the DISQ as the consultation component of the IPQ. This is highly suitable for sessional doctors.

### (ISQ) Interpersonal Skills Questionnaire for Nurse/Nurse Practitioner

Based on the Doctor's Interpersonal Skills Questionnaire, the ISQ is a survey suitable for the interaction between nurses or nurse practitioners and their patients.

### (TCQ) Telephone Consultation Questionnaire

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.

### CFEP 360°

The 360° questionnaire combines the (D)ISQ or IPQ with CFET to obtain broad spectrum, comprehensive feedback, provided in one integrated report.

#### (D)ISQ + CFET

- Health Professional Report
- Patient Feedback
- Colleague Feedback

#### IPQ + CFET

- Health Professional Report
- Patient Feedback
- Colleague Feedback
- Practice Report

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

**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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