

## TCQ At A Glance

TCQ is available for GPs, nurses and nurse practitioners.

## How Does It Work?

- Participating health professionals receive a comprehensive survey pack containing 40 questionnaires.
- Patients who have had a telephone consultation with a doctor or nurse (ie. telephone equivalent of a face-to-face appointment interaction) are sent a questionnaire.
- When all 40 questionnaires are sent, a confirmation of distribution form is returned to CFEP.
- Completed questionnaires are returned to CFEP by the patient in the freepost envelope supplied. 24 returns are required per health professional.

Within 6 weeks of all questionnaires being sent out by the practice, CFEP will send a confidential report with results relating to patient feedback.



### Contact us

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# Want to hear your patients' opinions?

An introduction to how telephone consultation questionnaires can provide invaluable data on your telephone techniques



Helping People Make a Difference

## CFEP

### Client Focused Evaluation Programme

CFEP UK Surveys 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

#### (TCQ) Telephone Consultation Questionnaire

TCQ aims to improve the quality of the telephone advice given to patients during telephone consultations, by evaluating individual practitioner's telephone skills and the degree of reassurance and understanding promoted by the experience.

The TCQ can be used to measure the telephone consultations skills of any health professional undertaking either a telephone consultation or carrying out triage.

#### Easy to Administer

Our paper-based approach is simple, confidential, minimally disruptive and inexpensive as we provide you with all materials needed to run your survey.

The TCQ is a 13 item questionnaire, including a free text section for suggested improvements. You receive questionnaires for 40 patients which should be distributed as soon as possible after the patient has participated in a telephone consultation.

Completed questionnaires are returned to CFEP UK Surveys in a prepaid envelope. The data is processed and presented in a user friendly, concise report, designed to help you work toward positive change.



#### Straightforward and Simple 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

and so much more...

CFEP have a range of standardised surveys and can provide so much more...

#### Bespoke Surveys

Working with you and listening to your requirements, CFEP can provide you with survey questionnaires tailored to suit your needs, providing you with an invaluable insight into areas important to you.

#### Development Workshops

Professional Development Workshops have been individually tailored to enhance specific surveys giving you a balanced, informative and immediate feedback to your personal development.

Bespoke workshops can be tailored to your needs.

**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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