

The CFEP Patient and Colleague Feedback Process

You've placed an order for either:
CFEP Patient and Colleague Survey
GMC Colleague and Patient Feedback
FOM Colleague and Patient Feedback*

**Only suitable for FOM registered doctors*



You're at the **centre**
of all we do

Your survey will be set up within 2-3 working days, following receipt of your order

A **patient survey pack** will be posted to you (please allow 3-5 business days for delivery).

We will email you regarding the **colleague** and **self-assessment** elements, which are both managed online.

PATIENT FEEDBACK

Your **patient questionnaires** are completed in your workplace. Guidelines and everything else you need for this are supplied within your survey pack.

Once you've collected the required number of patient responses, post the sealed envelopes back to us in the self-addressed envelope we supplied (postage will need to be added).

When we receive your pack, each envelope will be opened, counted and checked for blank responses in our office – we'll let you know if you need to collect more questionnaires or if we have any queries.

Patient feedback will be incorporated within your final report, once all three elements of the survey are complete.



COLLEAGUE FEEDBACK

Your **colleague list** is completed online via the secure CFEP Surveys portal. You will need to login (using the user information outlined in the email we sent) to provide us with the details of the colleagues you would like to nominate to provide you with feedback. Comprehensive guidelines can be found on the portal.

Once your list has been submitted, we will contact your colleagues by email as soon as possible.

Please note: Each colleague list goes through a checking process before we send our emails. If your colleague list is submitted outside of our working hours, your colleagues will not be contacted until the following business day.

We will contact you as soon as possible if we receive any email bounce backs. Bounce backs can be amended by logging in to the portal and accessing your colleague list.

Your colleagues will receive an initial email from us, introducing the survey and requesting their feedback. They will then receive a reminder a week after this, followed by a second reminder a week after the first (unless they have already responded).

We recommend allowing roughly three-four weeks for colleagues to respond. We find that this results in the optimal number of responses. You can check the status of your colleague survey on your portal at any stage of the survey process.

Colleague feedback will be incorporated within your final report, once all three elements of the survey are complete.



SELF-ASSESSMENT

Your **self-assessment** is completed online via the secure CFEP Surveys portal. Once submitted, your responses are stored in our database until the other elements of your survey are completed.

Our self-assessment questionnaire asks you to rate yourself on the same questions in the patient and colleague feedback questionnaires being completed by your patients and peers.

We will provide a comparison table within your report which displays your self-assessed scores against those of patients and colleagues to encourage self-reflective practice.



ANALYSIS AND BENCHMARKING

When **all three elements have been completed**, the process of analysis is undertaken to produce your report.

Your report incorporates extensive benchmarking data and will provide you with a rigorous analysis. Each report is thoroughly quality checked by our Reports Team – it is not an automatic process!

Your final report will be sent to you *within 10 working days* from receipt of sufficient responses – that is, when CFEP Surveys has received sufficient completed patient questionnaires and sufficient completed colleague questionnaires, as well as your completed self-assessment.

Need your report sooner than this?

Please let us know! We will always try our best to get your report to you ahead of any deadlines you may have, providing sufficient responses have been received.



REVIEW AND REFLECTION

Your **personal feedback report** is sent to you confidentially in a PDF for fast and easy upload to your revalidation evidence portfolio.

We include an annotatable reflection tool to encourage self-reflection and enable personal and professional development. This self-reflection tool can also be included as part of your revalidation evidence.

Best practice involves discussion of your results with a trusted colleague as this may help you to more fully interpret and reflect on the feedback received. This can be helpful in preparation for your appraisal meeting where you can discuss your areas of strength and identify areas for improvement, in order to build a personal development plan.

www.cfepsurveys.co.uk