

METHOD	ADVANTAGES	DISADVANTAGES	RATING
PROFESSIONAL HEALTH CARE SURVEY	<ul style="list-style-type: none"> Scientific survey process using validated research methodology Provider manages the data collection, collation and analysis Can be implemented quickly when required to meet compliance requirements Expert review and auditing process undertaken Meaningful feedback and benchmark data provided for clinicians and GP surgeries Professional report provides a comprehensive analysis for quality improvement or personal and professional development Most provider's questionnaires are also suitable for locum and sessional doctors working in your practice Some provider's questionnaires are also suitable for nurses and other health professionals in your practice Reflective tools to assist with identifying areas for general practice improvement Capture significant information in short period of time Meets GMC patient and colleague feedback requirements (which was developed in partnership with CFEP UK) Meets CQC patient feedback requirements 	<ul style="list-style-type: none"> More difficult to capture feedback from patients with low literacy levels or English as a second language Cost of questionnaires and professional analysis services 	<p>COST</p> <p>USEFULNESS / QUALITY OF DATA</p> <p>INVOLVEMENT / EFFORT REQUIRED</p>
GMC QUESTIONNAIRE	<ul style="list-style-type: none"> Less expensive if managing entire process in house utilising GMC questionnaire Meets GMC patient and colleague feedback requirements (which was developed in partnership with CFEP UK) 	<ul style="list-style-type: none"> Labour intensive and time consuming to coordinate and administer distribution, and collate data Less robust if prepared in house without review and analysis by data experts More difficult to capture feedback from patients with low literacy levels or English as a second language Not suitable for nurses or other health professionals in your practice 	<p>COST</p> <p>USEFULNESS / QUALITY OF DATA</p> <p>INVOLVEMENT / EFFORT REQUIRED</p> <p>*Dependent on in house vs external mgmt</p>
YOUR OWN QUESTIONNAIRE	<ul style="list-style-type: none"> You can use or modify some or all of the GMC questionnaire questions, and/or develop your own questions Flexible and can be practice-specific by design, focussing on precisely what you would like feedback on Can be less expensive (but may not capture internal administrative costs) 	<ul style="list-style-type: none"> Labour intensive and time consuming to develop your own questionnaire, coordinate and administer distribution, and collate data You will need to collate and analyse the results yourself Advanced MS Office and/or survey platform skills required Less robust analysis if prepared in house without review and audit by data experts Is more difficult to capture feedback from patients with low literacy levels or English as a second language Often unable to substantiate improvements as comparing cycle results is more difficult 	<p>COST</p> <p>USEFULNESS / QUALITY OF DATA</p> <p>INVOLVEMENT / EFFORT REQUIRED</p>
NHS FRIENDS AND FAMILY TEST	<ul style="list-style-type: none"> A single question survey that meets the minimum standards of the NHS service requirements 	<ul style="list-style-type: none"> Provides no in depth or meaningful feedback Does not meet the GMC patient and colleague feedback requirements 	<p>COST</p> <p>USEFULNESS / QUALITY OF DATA</p> <p>INVOLVEMENT / EFFORT REQUIRED</p> <p>*Subject to collation/management process</p>
YOUR OWN SOCIAL MEDIA SINGLE QUESTION POLL	<ul style="list-style-type: none"> Useful to target a specific set of patients or ask a specific question Inexpensive 	<ul style="list-style-type: none"> Excludes people who are not confident with computers or using these social media platforms and those who have privacy concerns Less likely to capture useful information in a single question poll posed in public environment Does not meet GMC patient and colleague feedback requirements 	<p>COST</p> <p>USEFULNESS / QUALITY OF DATA</p> <p>INVOLVEMENT / EFFORT REQUIRED</p>
ONE ON ONE INTERVIEWS	<ul style="list-style-type: none"> Flexible and can be practice-specific by design, focussing on precisely what you would like feedback on Patient can express themselves in their own words Opportunity to dive deeper into patient feedback through discussion and follow on questioning Can capture feedback from patients with low literacy levels or English as a second language 	<ul style="list-style-type: none"> Labour intensive and time consuming Significant expertise is required to manage this process and analyse the results Not likely to include benchmarks Expensive 	<p>COST</p> <p>USEFULNESS / QUALITY OF DATA</p> <p>INVOLVEMENT / EFFORT REQUIRED</p> <p>^ Assuming required expertise outsourced</p>
FOCUS GROUPS	<ul style="list-style-type: none"> Flexible and can be practice-specific by design, focussing on precisely to dive deeper into patient feedback through discussion and listening to patients discussing their experience with other patients Can capture feedback from patients with low literacy levels or English as a second language 	<ul style="list-style-type: none"> Difficult to coordinate even small groups Labour intensive and time consuming Significant expertise is required to manage this process and analyse the results Not likely to include benchmarks Expensive 	<p>COST</p> <p>USEFULNESS / QUALITY OF DATA</p> <p>INVOLVEMENT / EFFORT REQUIRED</p> <p>^ Assuming required expertise outsourced</p>