

CFEP Remote Consultations Survey

For patient feedback on telephone and video consultations

The CFEP Remote Consultations Survey provides patient feedback on telephone and video consultations for healthcare professionals.

It is based on the CFEP Interpersonal Skills Survey industry benchmark for healthcare professionals, which was used as the source validation for the [GMC questionnaire](#) and is suitable for revalidation and for professional development purposes.



BENEFITS

- Meets the [GMC](#) requirements for patient feedback for appraisal and revalidation for doctors
- Fulfils one of the five required pieces of practice related feedback for [NMC revalidation](#)
- Provides detailed feedback for professional development across all health professionals in a variety of settings
- Provides healthcare professionals with feedback on their interpersonal skills during telephone and video consultations specifically
- Identifies any areas of poorer performance for improvement and also differentiates at the higher end of the scale
- Provides meaningful feedback enabling reflection and professional development
- Includes questions on the technological aspects of the consultation to highlight issues and improve performance
- Involves a simple process which minimises your need to be involved in the administration of the questionnaires
- Incorporates supportive processes throughout, managed by CFEP's highly experienced and dedicated team of professionals
- Provides you with thorough and rigorous analysis and an in-depth feedback report which includes extensive benchmarking data
- Includes an annotatable reflection tool to encourage self-reflection and enable personal and professional development
- Provides your personal feedback report and self-reflection tool electronically and confidentially in a PDF for fast and easy upload to your revalidation evidence portfolio

SUITABLE FOR:

- **Doctors including locum and sessional doctors**
- **Nurses and midwives**
- **Dentists**
- **GP practices**
- **Primary Care Networks**
- **Hospital Trusts**
- **Allied health**
- **Occupational health**

More information on the CFEP Remote Consultations Survey is available on our website

www.cfepsurveys.co.uk

ABOUT CFEP SURVEYS

We are the experts in healthcare surveys. We pioneered the use of patient-based feedback instruments and are deeply embedded in the United Kingdom (UK) healthcare sector.

Supporting healthcare professionals to obtain statistically valid evidence on the quality of their patient care and services to enable quality improvement is our reason for being.

When establishing CFEP in 1996, Associate Professor Michael Greco's vision was to improve patient care by strengthening communication and the connection between clinicians and their patients.

We apply insight and experience in both developing fit-for-purpose survey products and analysing survey results to enable health professionals to deliver improved outcomes. We are delighted to see the positive ripple effect this has in our communities.

Our work has been foundational to the development of robust patient and colleague feedback mechanisms as a platform for improving patient care in the UK and beyond.

To find out more about CFEP Surveys please see our website www.cfepsurveys.co.uk

Please get in touch if you have questions related to practice, patient and colleague surveys. We're experts in this healthcare surveys and we'd be happy to answer your questions.

"We have used CFEP Surveys for several years now. It is important for us to know how we are supporting patients and what we need to do to improve the experiences for patients. CFEP Surveys play a vital role in gaining patient feedback and provide us with a simple seamless process in order to get this feedback. Our patient feedback was commended by the CQC, this would not have been the case without the support of CFEP."

Mr Malcolm King

Operations Manager of DHU Healthcare for the Leicester, Leicestershire and Rutland health and social care team.