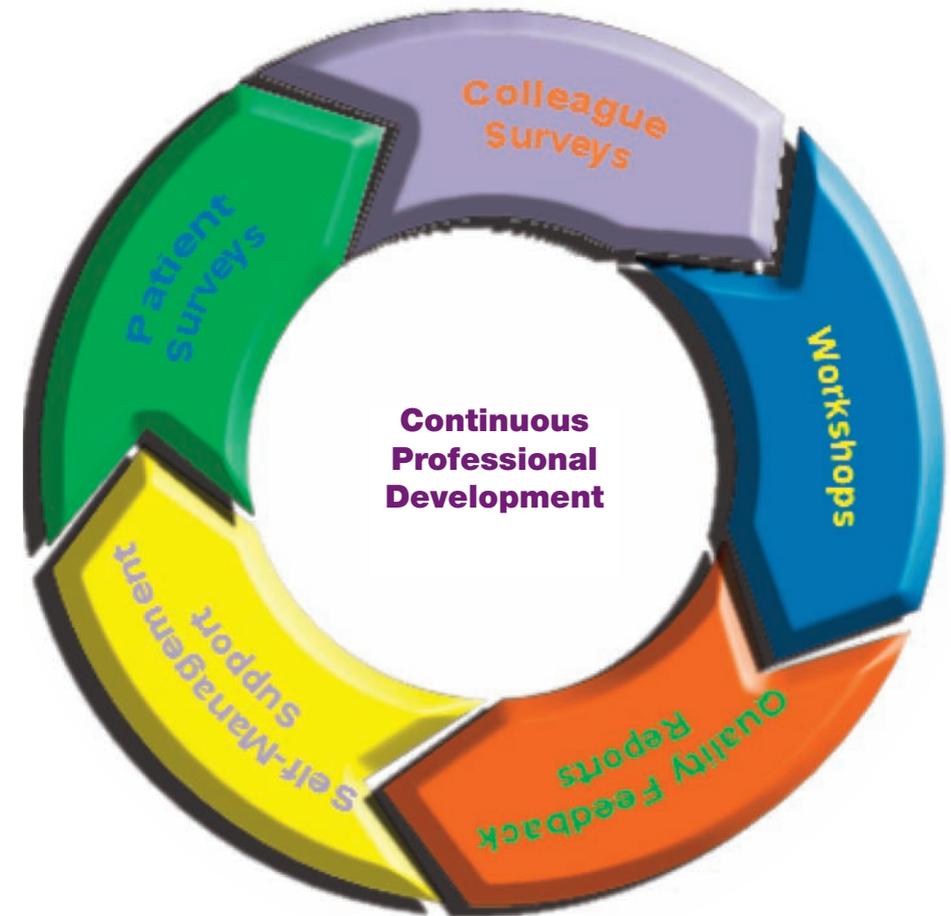


Multisource 360° Feedback



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Helping People Make a Difference

Multi-source (360°) Feedback

The Colleague Feedback instrument

This activity is designed to give GPs feedback on their professional skills as perceived by their colleagues.

The questionnaire is administered to 15 colleagues (clinical and administrative / managerial) as nominated by the GP.

The GP sends a list of names of 15 colleagues with their email or postal addresses.

Our office then contacts these colleagues with information on how to complete the questionnaire. This is best done electronically, however hard copies can also be made available.

Once at least 12 colleagues have responded (automatic reminders are sent from our office if they haven't responded), then a report is generated and sent to the GP for their reflection. Each report has benchmarks to enable comparisons with other GPs. The reports are comprehensive and include graphs and tables, as well as written comments from colleagues.

Why should GPs review this particular aspect of their general practice?

It is often difficult for GPs to gather systematic feedback on their professional skills such as clinical ability, keeping up to date, working within limitations, team work, commitment and probity.

Why Come to Us?

- Clear, comprehensive, confidential reports which are easy to understand. Support materials are provided to help interpret results.
- We use validated and robust survey tools.
- Practical guidance materials will help you to identify your strengths and weaknesses and work toward positive change.

About Us

CFEP Surveys is an independent organisation specialising in patient and colleague feedback surveys for health professionals. CFEP has been established since 1995.

Throughout this time it has built up an impressive and diversified portfolio of validated tools for primary and secondary care environments which has been shown to make a positive difference to practices and health professionals alike.

What is the CREDIT POINT value of this activity?

40 Category 1 points for the RACGP QA&CPD

30 points extended skills for ACRRM PDP

Survey Tools

CFEP 360 incorporates

- Post consultation patient questionnaire
- Colleague Feedback Evaluation Tool
- Self Assessment

Track Record

We have provided individual patient and/or colleague feedback to over **3,000 clinicians**

Method

How we do it

We find that paper surveys work best for patient feedback and a combination of paper and electronic feedback for colleagues (90% use the electronic version).

The process has been designed to be as minimally disruptive as possible.

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