

Practice Accreditation Surveys

Streamlined, comprehensive, and cost-effective solutions for practice and clinician feedback

At CFEP Surveys, we offer two robust tools designed to support your practice with accreditation requirements while enhancing service provision and quality of care. Practice Accreditation Survey provides an RACGP-approved, cost-effective solution for your practice to gather patient feedback and align with the RACGP Standards 5th edition. For those seeking a more in-depth approach, Practice Accreditation Survey *Plus* combines patient feedback for the practice with individual clinician feedback—supporting Continuing Professional Development (CPD) requirements and ensuring excellence at both the practice and clinician levels.

Practice Accreditation Survey

This trusted and affordable patient feedback solution streamlines the process of collecting feedback while supporting your practice to meet relevant accreditation requirements within the RACGP Standards 5th edition. The surveys are easy to administer, designed with minimal disruption to your daily operations, and ensure that patient insights are captured comprehensively and securely.

Once the surveys are completed, your practice will receive a detailed, data-driven report, which includes national benchmarking to compare your performance against other practices. The insights provide actionable data to drive improvements around care quality, service delivery and patient experience, and ensure your practice remains accreditation-ready while driving better patient outcomes.

CFEP Surveys offers personalised support to help your practice efficiently implement report findings and maintain excellence in patient care.

Introducing Practice Accreditation Survey *Plus*

Practice Accreditation Survey *Plus* is our enhanced product package, offering everything included in the Practice Accreditation Survey, with the added benefit of individual clinician feedback. Clinicians can choose between two options:

- Multi-Source Feedback (360-degree feedback), which gathers insights from patients, peers, and self-assessments, or
- Patient Feedback for Individual Clinicians, providing direct feedback from patients.

This comprehensive feedback offering supports practice improvements while also assisting individual clinicians with their own CPD, with the opportunity to earn up to 66% of required CPD hours, making it an invaluable tool for both personal and professional growth.

	Practice Accreditation Survey	Practice Accreditation Survey *Plus* - Patient Feedback for Individual Clinicians	Practice Accreditation Survey *Plus* - Multi-Source Feedback
Feedback for general practices			
RACGP-approved	✓	✓	✓
Cost-effective	✓	✓	✓
Simple and efficient to implement	✓	✓	✓
Accreditation ready	✓	✓	✓
Personalised support	✓	✓	✓
Actionable insights	✓	✓	✓
Data security compliant	✓	✓	✓
Continuous quality improvement	✓	✓	✓
Detailed analysis and comprehensive report for practice	✓	✓	✓
Post-survey support	✓	✓	✓
Feedback for individual clinicians			
Patient feedback for individual doctors	×	✓	✓
Colleague/peer feedback for individual doctors	×	×	✓
Self-assessment questionnaire for doctors	×	×	✓
Detailed analysis and comprehensive report for doctors	×	✓	✓
Optional one hour formal debrief	×	*Recommended*	*Recommended*
CPD hours	×	*Up to 15 hours*	*Up to 33 hours*

Both Practice Accreditation Survey and Practice Accreditation Survey *Plus* support your practice with accreditation requirements as part of the RACGP Standards 5th edition. While Practice Accreditation Survey gathers valuable patient feedback to enhance service delivery and care across your practice, Practice Accreditation Survey *Plus* goes further by offering individual clinician feedback to improve performance and professionalism. Additionally, Practice Accreditation Survey *Plus* supports clinicians in meeting a significant portion of their annual CPD requirements, driving professional development through feedback-driven insights.

These solutions are cost-effective, with pricing based on your practice's full-time equivalent (FTE). Returning clients receive competitive discounts, and there is also a discount on individual clinician feedback when purchased as part of the Practice Accreditation Survey *Plus* package.

Individual clinicians have the option to add a one hour formal debrief to their Practice Accreditation Survey *Plus* experience. This personalised session, facilitated by a CFEP Surveys expert, provides an in-depth review of your feedback report, helping you understand key insights, uncover trends, and develop a targeted improvement plan. By adding a debrief, clinicians are able to maximise the value of the feedback process while gaining personal insights into actionable steps for continuous professional development and improved patient care.

Ready to enhance your practice's accreditation journey and support your clinicians in their professional growth? Contact CFEP Surveys today to get started.

Contact our team to **learn more** about the Practice Accreditation Survey or Practice Accreditation Survey *Plus*.

P: 07 3855 2093 | E: info@cfepsurveys.com.au | W: cfepsurveys.com.au