Colleague Feedback Evaluation Tool (CFET)
Guidelines for GPs

Feedback obtained from a wide spectrum of colleagues has been found to be a reliable way to assess a doctor's interpersonal and communicative ability.

The Colleague Feedback Evaluation Tool (CFET) has been developed for use within the context of 360 feedback. This colleague questionnaire is a well-established instrument designed to provide practitioners with wide range of views on many aspects of their practice.

The report will present a clear picture of performance, identify particular strengths and areas which could be targeted for further development. We will support and guide clinicians in the positive interpretation of this feedback to ensure the best possible outcome for their professional development.

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The following guidelines will help you understand the process for gaining colleague feedback quickly and simply

The **CFET** questionnaire is a validated tool designed to provide doctors with feedback from a range of colleagues. It should be distributed to **15 colleagues** with whom you have contact regularly.

1 Identify colleagues who might be prepared to give feedback on you and preferably ask them whether they would be happy to do so. Assure them that their responses will remain confidential and individual responses will not be identifiable.

Ideally, this should include a mixture of some people within your organisation and some from outside your organisation. **Most importantly, these should be 15 people who know you well and with whom you work regularly.** Try to include people who work **for** you, **with** you and who you **report to** in the course of your usual practice. Do not just choose people who you think will like you, as you will learn most from this exercise from a balance of people, including those with whom you sometimes find working difficult. We suggest choosing:

- **5 Doctors**
  Three *GP colleagues that are close to you – this may mean partners, assistants, neighbouring GPs.*
  Two *from outside immediate practice, e.g. consultants, registrars, AMA representative.*
- **5 Non-Medical Clinical Colleagues**
  Examples may include practice nurses, community nursing staff, pharmacists, health visitors, midwifes and physiotherapists. Try to include a mix of those employed within your practice and some from without.
- **5 Managerial or Administrative Staff**
  Examples may include practice manager, receptionists, secretaries, and managerial staff of the local Division of General Practice. Again, try to get a mix of those from within and outside the practice.

2 We offer two methods of distribution and completion of the questionnaire:

- **Online:** Colleagues opting for electronic completion will be contacted with a PIN code and can use this to access our website and complete the form online.
- **By post:** Alternatively, we can send a copy of the questionnaire by post, which should then be mailed back to us.

Therefore we will require **either an e-mail or postal address** for each colleague, depending on their preference.

Please turn over

3 We will contact your chosen colleagues to invite them to complete the CFET questionnaire and, in the case of hard copy completion, to respond directly to us.

4 If a colleague has not responded after several reminders, it may be necessary for us to contact you to remind them also.

Self-assessment

To complete the process, clinicians complete a self-assessment form. We will provide a comparison table within the report, displaying your own scores against those of your colleagues for each question.

We offer two formats of the self-assessment CFET questionnaires:

- **Online:** We will provide you with a PIN code which you can use to access our website and complete the form online.
- **By post:** Alternatively, we can send a copy of both questionnaires by post, which should then be mailed back to us in the reply-paid envelope provided.

The Report

The information collected is analysed and fed back in a constructive and sensitive manner within a clear, comprehensive report.

- All evaluation scores will be benchmarked against other participating clinicians.
- We will provide all comments in their entirety apart from the removal of personal identifiers.

Supporting Material

Along with your report, we will provide supporting material to help you reflect on the data, and determine your strengths and areas where improvements could be made to aid with personal and professional development.

Further Information

Please call the CFEP team on **07- 38552093 (Brisbane)**

Alternatively you can e-mail us at **julie@cfepsurveys.com.au** or visit our website

http://www.cfepsurveys.com.au/