

Do you have the skills to improve?

An introduction to how surveys can create positive changes at your dental practice



Contact us

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Helping People Make a Difference

CFEP UK Surveys

Client Focused Evaluation Programme

CFE**P** is an independent organisation specialising in patient and colleague feedback surveys for professionals working within the NHS and allied services. CFEP has been established for almost 10 years in the UK. Throughout this time it has built up an impressive and diversified portfolio of validated tools for primary and secondary care environments and has been shown to make a positive difference to practices and practitioners alike.

our
aim is to inspire
improvement

CFEP has developed dedicated survey materials designed specifically to provide Dental practices with reports, enabling easy analysis of the public and colleagues' perception of the practice and individual care providers.

Our paper-based approach is simple, confidential, minimally disruptive and inexpensive as we provide you with all materials needed to run your survey.

Supporting you every step of the way

A comprehensive pack provides questionnaires and all necessary information to administer surveys with minimum disruption to the practice. Knowledgeable staff are available to provide guidance throughout the survey process.

Our Professional Development Workshops are available to discuss key findings raised by the survey, explore specific relationship building skills and mutually develop action plans.

(IPQ) Improving Practice Questionnaire

The IPQ for dentists is a post consultation exit survey which provides structured patient feedback on the quality of care provided by the practice.

It also allows individual dentists to obtain feedback on their interpersonal skills within the consultation.



Interpersonal Skills Questionnaire for Dentists

The ISQ is a very reliable tool which over the years has been tailored to accommodate various specialities in primary and secondary care.

This is a 13 item questionnaire focusing on the Dentist's interpersonal skills. It can be used as a stand-alone survey and is also included as part of the IPQ.

(CFET) Colleague Feedback Evaluation Tool

The CFET questionnaire is a validated tool designed to provide health professionals with feedback from a range of colleagues.



CFEP 360°

Combine patient feedback obtained from the ISQ or IPQ with CFET to obtain broad spectrum comprehensive feedback provided in one integrated report.

ISQ + CFET

- Health Professional Report
- Patient Feedback
- Colleague Feedback

IHQ + CFET

- Health Professional Report
- Patient Feedback
- Colleague Feedback
- Departmental Report

- clear, comprehensive reports presented in a simple format
- at a glance information
- structured patient feedback, incorporates written comments
- tables displaying frequency distributions, demographic information
- performance comparison and benchmark data

CFEP's experience and practical guidance materials will help you to identify your strengths and weaknesses and work toward

positive change

If you would like further information regarding the services provided by CFEP please contact us:

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