

You can make a visible difference

An introduction to how pharmacy surveys count towards positive change



Contact us

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Helping People Make a Difference

CFEP UK Surveys

Client Focused Evaluation Programme

CFEP 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 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 which have been shown to make a positive difference to practices and health professionals alike.

our aim is to inspire improvement

CFEP has an enviable track record and have conducted patient surveys for 40% of the UK's General Practice, surveying 750,000 patients each year.

We offer a diversity of validated tools for healthcare professionals. We can survey individual pharmacists, pharmacies and groups of pharmacies.

(ISQ) Interpersonal Skills Questionnaire for Pharmacists

This is a 13 item questionnaire designed to give the health professional structured patient feedback on their interpersonal skills within the consultation.

(TCQ) Telephone Consultation Questionnaire

TCQ evaluates the health professional's telephone skills during telephone consultation. It measures the degree of reassurance and understanding promoted by the experience.



(CPPQ) Community Pharmacy Patient Questionnaire

We are an independent provider of the annual CPPQ, results of which can easily be used to meet PCT feedback requirements for the Community Pharmacy Contract.

(CFET) Colleague Feedback Evaluation Tool

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

and so much more...



Bespoke Surveys

Working with you and listening to your requirements, CFEP can provide you with survey questionnaires tailored to suit your needs, providing you with an invaluable insight into areas important to you.

Development Workshops

Our Professional Development Workshops have been individually tailored to enhance specific surveys giving you a balanced, informative and immediate feedback to your personal development. Bespoke workshops can be tailored to your needs.

Designed for you

Complete administration and analysis service	Clear, comprehensive, confidential reports - Quantitative and qualitative data
Knowledgeable staff able to provide prompt help	Structured patient feedback, incorporates written comments
Comprehensive pack provides all you need to administer your survey	Analysis of your scores against national benchmarks
Questionnaire translations available	Support materials to help you interpret your results

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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