

# Can you prove the quality of your care?

An introduction to how we can help you stand out from the crowd



Contact us

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Helping People Make a Difference

# CFEP UK Surveys

## Client Focused Evaluation Programme

**C**FE**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 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

### Time and again, CFEP delivers

CFEP has an impressive track record having conducted patient surveys for 40% of the UK's General Practices, surveying 750,000 patients each year.

We offer a diversity of validated tools for Primary and Secondary care environments.

- Patient feedback surveys
- Colleague feedback surveys
- 360° feedback surveys
- Comprehensive and informative reporting
- Reports that inspire improvement
- Workshops
- Bespoke survey service

Our paper-based and online approach is simple, confidential and minimally disruptive.



### Bespoke Surveys

Our extensive experience puts us in an enviable position in the specialist market of bespoke surveys.

We are experienced in designing questionnaires and running surveys to specifically capture information that health professionals and organisations would find valuable.

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

and so much more...



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### Development Workshops

Our range of professional development workshops have been individually tailored to enhance specific surveys and give balanced, informative and immediate feedback for your personal development.

results can be integrated into the workshop.

- Long-Term Conditions
- Customer Care for Receptionists
- Caring, Consulting, Communicating
- Team Communications
- Bespoke workshops - training more tailored to your needs

In some instances your survey

### Designed for you

Effective reports provide the perfect platform to understand your patients' requirements.

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**

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e:  
w:

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

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