

Quality of care at your fingertips

An introduction to how hospital healthcare professionals can demonstrate quality of care



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 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 developed dedicated survey materials designed specifically to provide hospitals with statistical reports, enabling easy analysis of the public and colleagues' perception of the hospital and individual care providers.

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

(ISQ) Interpersonal Skills Questionnaire

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

This 13 item questionnaire focuses on the health professional's interpersonal skills.



(IHQ) Improving Hospital Questionnaire

The IHQ is a post consultation exit survey designed for hospital departments which provides structured patient feedback on the quality of care provided by the hospital. It also allows individual health care professionals to obtain feedback on their interpersonal skills within the consultation.

(CFET) Colleague Feedback Evaluation Tool

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

(PPiC) Patient Partnership in Care

The PPiC questionnaire provides an evaluation of a health professional's ability to work in partnership with patients with long term conditions (LTC) to promote and motivate self care and also assesses the patients' own personal confidence to self care.

CFEP 360°

The 360° questionnaire combines the ISQ or IHQ, 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

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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