Civica Experience

Harnessing patient feedback to improve care

Civica Experience is the leading software for measuring patient feedback. Our cloud-based software provides multi-channel data collection, bespoke analysis and reporting.

Every day we analyse thousands of patient experiences for healthcare organisations in the Australia and the UK, including the NHS Friends and Family Test, providing a continuous feedback loop between the patient and healthcare professional.

Research shows that healthcare providers who successfully deliver a positive patient experience also deliver better health outcomes. A commitment to positive patient experience can lead to improved quality of care and organisational reputation.

Civica Experience enables you to understand real-time patient feedback, to prioritise risk areas and drive service improvement as well as highlighting positive comments.

Turn data into actionable insights

A large healthcare organisation can collect as much as 10,000 feedback comments a month. Civica Experience helps healthcare professionals collect and analyse both quantitative and qualitative data to turn it into valuable insights.

Our automated free-text analysis engine makes sense of feedback, comments, stories, reviews, complaints, emails and notes. Insights are automatically generated across 32 patient themes, including non-clinical and clinical service quality, communications, employee attitudes and capabilities as well as service co-ordination.

The interactive dashboard simplifies patient feedback by presenting data in real-time and delivering sentiment analysis, trends, word clouds right down to individual comments. Data can be filtered by demographic, employee group, team or location.

> "We have worked closely with the Civica Engagement Solutions team to produce a product that is both appropriate for our very large and complicated organisation and for the Patient Experience sector as a whole. I have known the team to be supportive, responsive and helpful. They are flexible and creative in their approach and keep the customer at the centre of their relationships."
>
> **Jessica Bush,**
> Head of Engagement and Patient Experience,
> King's College Hospital NHS Foundation Trust

Saves time and money on data collection and analysis

Supports quality improvement with real-time data and patient comments

Captures rich feedback and actionable insight using free-text analysis

Why choose Civica Experience?

▶ Improve capture of patient feedback

▶ Generate meaningful real-time analysis, insights and reports tailored to individual users

▶ Prioritise risk areas and drive service improvement

▶ Leverage feedback to improve quality, safety and experience of care

▶ Reduce time and cost of data collection and analysis.

Key features:

▶ **Action manager** – assign actions to your colleagues and track progress over time

▶ **Flexible real-time reports** – enable detailed analysis at both ward and board levels. Trend analysis and benchmarking is easy and intuitive

▶ **Push reporting** – schedule automatic delivery of customised reports to frontline staf

▶ **Multi-channel data collection** - collect feedback via methods best suited to your patients and your organisation whether it be online surveys, text, phone, tablets, or paper

▶ **iOS app** – allows offline data collection so you can keep collecting patient feedback even when there is no internet connection

▶ **Unlimited user accounts** - with role-based access so users only see data relevant to their role

▶ **Easy and accessible user interface** – designed for patient experience professionals.

Working with healthcare organisations in the UK and Australia, including some of the largest NHS Trusts in the UK.

1.3m
comments analysed using automatic text analytics tool

1.4m
NHS Friends and Family Test responses collected

Over
15 years
experience working with healthcare organisations in Australia and the UK

"The team have been responsive to our needs as they changed following discussions with service users and staff, and delivered a system with all the required functionality."

Leeds Community Healthcare NHS Trust

Civica Experience is just one part of our solution. Civica Engagement Solutions helps organisations build and support engaged communities through efficient, joined-up communication, accessible systems and effective use of data and includes:

Declare – governance software

Empower – employee experience software

Engage – membership, panel and stakeholder management)

Research & Community – insight services for stakeholder engagement

To find out more about Civica Experience or any of our other Engagement Solutions, please contact us at:
sales@civica.com.sg