

## Civica Experience enables improved engagement with patients and families at University Hospitals of Derby and Burton NHS Foundation Trust

In 2019, University Hospitals of Derby and Burton NHS Foundation Trust (UHDB) needed a solution for the capture, use, analysis and reporting of patient experience data.

Civica Engagement Solutions designed and implemented our web-based SaaS (Software-as-a-Service) platform, Civica Experience. This included the print and design of survey forms (including the FFT), deployment of our bespoke iOS app and the integration with Trust systems for the delivery of SMS patient surveys.

UHDB was formed in July 2018, following the merger of Derby Teaching Hospitals and Burton Hospitals. This set up required the introduction of Civica Experience across multiple sites, as well as the consolidation of work previously carried out across two separate legacy systems.

The challenge was to introduce the Civica Experience platform in a way that would integrate the work being done across the two previous Trust's and their separate platforms, bringing significant benefits to employees at UHDB whilst ensuring ease of access and continuity of service for patients. This involved creating new reports, integrating with Trust systems and merging two distinct sets of historical data.

### Our Approach

Following our appointment, we provided the Trust with a dedicated Project Manager who led our fully managed service provision by

assuming responsibility for the following elements of service:

- ▶ **Strategic advice and consultancy**
- ▶ **Face-to-face meetings with the Trust**
- ▶ **Advise on and design of questionnaires**
- ▶ **Creation of quantitative and qualitative reports in line with internal and national requirements**
- ▶ **Oversight of the setup of new SMS systems for patient surveys**
- ▶ **Deployment of our bespoke iOS app for patient survey collection**

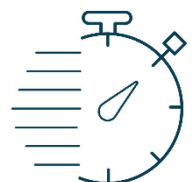
Increased accessibility with iOS app



Deeper insights through automated text analysis



Quicker access to data with push reporting and alerts



Our Project Manager began the setup with a workshop that brought together the various teams from across the Trust to understand the requirements of not just the Patient Experience team at both sites, but also the Business Intelligence and IT teams.

The project manager also maintained regular contact with the teams as the setup progressed to ensure the project was delivered on time and met the key requirements of the contract. At the point of delivery, they were also responsible for leading training sessions for all key staff who would be utilising the platform, ensuring the simplest and most user-friendly methods of operation were taught to those who would be handling vital FFT data. This regular contact continued after Experience went live, with regular phone calls and onsite visits.

"I cannot truly express enough how impressed we have been with the whole team, right through from the first pitch for our custom, to the ongoing support during implementation and beyond.

The team are by far the most engaging team in a patient engagement / communications company we've ever worked with. Their in-depth understanding of our patients and how we need to engage them put them far in front of their competitors.

The innovations on the horizon are very exciting to us, and existing innovative reports and functions in the system far out-strip anything we've had before.

Finally, we can develop really good and innovative ways of engaging with our patients and their families by working with Civica's team."

**Sara Todd**

Patient Experience Manager

Deploying a dedicated Project Manager was vital for understanding the Trust's requirements and developing onsite relationships. Key team members valued having a consistent figure who was always available to assist with any platform issues or queries.

## Key Features

Civica implemented a fully managed service whereby our comprehensive web-based SaaS platform (Civica Experience) was provided to the Trust, which enabled key staff to benefit from the following functions:

- ▶ **Design and creation of surveys (including print and delivery)**
- ▶ **Maintenance of survey library**
- ▶ **Deployment of our iOS app**
- ▶ **Data collection of FFT and patient experience data through websites, tablets, SMS and paper**
- ▶ **Distribution of staff surveys via email (unique hyperlinks)**
- ▶ **Quantitative and qualitative real-time reporting, including for national submissions, e.g. UNIFY2**
- ▶ **Automated analysis of free-text comments**
- ▶ **Action-triggered alert emails to staff**
- ▶ **Unlimited surveys and user accounts**

This functionality supports the Trust's efforts for quality improvement, providing them with rich feedback and actionable insights as well as saving time and money on data collection and analysis.

**Speak to our experienced team about Civica Experience - call 020 8829 2330, email us or make an online enquiry.**