



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 cloud SaaS (Software-as-a Service) platform, Civica Experience. This included deployment of our bespoke iOS app, integration with Trusts systems for the delivery of SMS, as well as the build of all electronic and paper 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 systems, bringing significant benefit 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 worked closely with the Trust to ensure they were able to leverage the key features that the Civica

Experience platform offers to their patient experience team. This was done through:

- ▶ **Creation of online surveys**
- ▶ **Build 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 mobile app for patient survey collection**
- ▶ **Set up of the automated text analytics dashboard**
- ▶ **Creation of all user accounts**

Increased accessibility with iOS app



Deeper insights through automated text analysis



Quicker access to data with push reporting and alerts



At the start of the implementation we worked with the customer's patient experience, business intelligence and IT teams to ensure all system requirements were properly understood. Our development and customer experience teams then worked to ensure the delivery of these requirements through the customisable dashboard, a suite of reports tailored to the needs of the customer's end user and the powerful text analytics tool, all of which were successfully delivered during the implementation phase.

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 patient and carer 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**
- ▶ **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.

"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."

Sarah Todd

Patient Experience Manager

In the 12 months since Civica Experience was introduced at UHDB the customer has also benefitted from a number of system upgrades to introduce new features and service improvements, all of which are offered within their existing contract at no extra charge. These upgrades have included the second version of our Action Manager allowing for quicker recording of areas for quality improvement, more flexible user profiles and a survey link management tool. As with all of our upgrades these have been designed in partnership with our customers to ensure we continue to deliver a platform suitable for healthcare organisations.

Speak to our experienced team about Civica Experience - email us at experience@civica.com.au or make an online enquiry.