

SurveyOptic Patient experience and Patient outcomes

SurveyOptic is in use as a patient experience and outcomes platform across the public and private sector and can be found on Lot 2 of G-Cloud. It can be used as a self-service platform, but where additional assistance is required, SocialOptic are able to supply this, either through the SFIA rate card or through this Lot 3 offering.

Professional services

Survey instrument builds

Survey instruments are often designed by a clinical team, however where support with question design and survey structure is required SocialOptic will work with you to design and develop a survey to meet your needs. In addition, we are also able to build your survey instrument in the platform ready for testing. The cost will depend on the size and complexity of the survey, at £800/day

Survey testing and review

The SocialOptic team can provide cognitive review, accessibility testing, language analysis and design reviews for surveys. £400

Reporting and Custom Reporting

A standard set of reports and full data export are included in the platform subscription and can be accessed on a self-service basis. Custom and specified report templates and live dashboards can also be produced and designed by SocialOptic at rate card rates. Cost to be scoped with the size and complexity of the project.

Integrations

SocialOptic can support integration into a range of third-party platforms via the SurveyOptic APIs, including building sophisticated workflows, approvals processes and payment integrations. Examples of our integrations include:

Gov.pay	Take payments securely using established payment gateway
Gov.notify	Send invitation and response emails and SMS in GOV.UK format.
Salesforce	Create surveys from Salesforce data, or provide accessible interface
HRIS systems	Import and export employee and contractor data.
Clinical Systems	Import and export contact and results data.

Please ask about other integration needs

Onboarding

Optionally, SocialOptic can import your existing data from any standard file format at rate card rates.

Offboarding

There is no charge for exporting your data. This is a self-service action.

Training

SocialOptic also offer training. Initial user training is undertaken on contract commencement, and an annual update session is available to all trained users. Where training is required in addition to this for advanced skills or new users, this can be arranged. The cost of the training is:

£600/group for an online course
£1,600/group for an onsite course

For onsite courses, travel costs are payable at the standard T&S rates.

Maximum of 12 participants per class.

SocialOptic also offer a training subscription, which gives access to an on-line training course per quarter for training module of your choice, whether this is initial user training for new users, or advanced training from the suite of SurveyOptic training courses. The cost of this is £1,200/year.