

Patient Experience and Patient Outcomes Services Definition

Executive Summary

The SocialOptic Patient Experience and Outcomes service offering streamlines the collection and analysis of data to monitor and improve healthcare services, using the SurveyOptic platform. This full-service solution supports healthcare organisations in implementing seamless patient feedback mechanisms and outcomes measurement, leveraging powerful analytical tools for actionable insights in the SurveyOptic platform.

About SocialOptic

[SurveyOptic](#) is developed and operated by [SocialOptic](#), an ISO 9001, ISO 27001 and Cyber Essentials Plus certified UK SME business operating since 2009. SocialOptic is a partner that delivers exceptional digital capabilities and provides high-quality, accessible platforms. SocialOptic builds and operates software as a service solutions that enable people to work more efficiently and effectively, enabling them to gather, understand and communicate complex information, improving collaboration, communication and decision making.

The SocialOptic team has decades of experience in managing highly challenging, business-critical products and services, with specialisms that range from psychology to program management. SocialOptic has a wide range of public sector customers and are happy to provide testimonials on request.

SocialOptic delivers solutions using the latest web-technologies, big data and AI. The primary data centres are located in the UK, and all software development is carried out within the UK, through our UK-based services team.

Services Overview



The Survey Lifecycle

Key Service Features and Benefits

- **Custom Survey Design:** Expertly crafted surveys or standardised surveys for patient feedback and outcomes assessment, using the advanced SurveyOptic design capabilities.
- **User-Friendly Interface:** An accessible and intuitive interface ensures that patients of all ages and abilities can easily complete surveys.
- **Real-Time Tracking and Analysis:** Immediate insights with real-time data analysis, allowing for prompt interventions and decisions.
- **Comprehensive Dashboards:** Customisable dashboards provide visualisation of trends and results, elevating the understanding of patient care impact.
- **Validated Metrics:** Employ reliable and validated metrics to gauge patient outcomes, ensuring the accuracy and effectiveness of data.

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- **Automated Reporting:** Swift and automated reporting systems for rapid decision-making that can influence patient care protocols.
- **Feedback Loops:** Establish continuous improvement mechanisms and patient engagement through effective feedback loops.
- **Scalability:** A scalable solution that caters to healthcare organisations of varying sizes, from small clinics to large hospital networks.
- **Enhanced Patient Satisfaction:** Improve patient satisfaction by offering personalized and responsive care experiences based on survey feedback.
- **Transparency and Trust:** Build greater trust between patients and healthcare providers through open communication channels and transparency in feedback mechanisms.
- **Operational Efficiency:** Streamlined workflows and processes lead to better operational efficiency within healthcare organizations.
- **Regulatory Compliance:** Adherence to strict regulatory requirements and standards for data security and patient privacy.

Professional Service Offerings

- **Tailored Consultancy:** In-depth consultations to assess your current environment and needs, leading to a tailored approach for survey implementation.
- **Methodology Guidance:** Expert guidance on selecting and deploying the most effective methodologies for patient experience and outcomes measurement.
- **Seamless Integration:** Ensure solutions integrate fluidly with existing healthcare systems, preserving the continuity of data and services.
- **Comprehensive Training:** Multi-faceted training programs ensure that healthcare staff are proficient in utilizing the SurveyOptic platform to its fullest potential.
- **Proactive Support:** Our support extends from the initial setup through to ongoing system maintenance, backed by an office-hours support and 24/7 system monitoring.
- **Quality Assurance and Performance Testing:** Rigorous quality assurance practices and performance testing are embedded in our service to ensure system reliability and smooth operation under real-world conditions.

Services

- **Patient-Reported Experience Measures** to capture patients' perceptions and evaluations of their healthcare experiences.

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- Patient-Reported Outcome Measures (PROMs) to both before and after measures of patients' health from their own perspective.
- Health-Related Quality of Life (HRQoL) surveys: Measuring the impact of disease and treatment on patients' everyday life, assessing physical, psychological, and social domains of health.
- Condition-Specific Outcome Measures: For chronic conditions to assess the efficacy of treatments over time.

Implementation Journey

- Customised Migration Plan: A comprehensive and minimal-disruption migration plan developed through a thorough analysis of your existing infrastructure.
- Post-Migration Assistance: Continued guidance and support following migration, ensuring system performance and usability are maintained.
- Ongoing Optimisation: Aligning with best practice standards and proactive optimisation post-implementation, our solution evolves in response to user feedback and emerging customer needs.

Partnering with us for your Patient Experience and Outcomes needs ensures a robust, secure, and user-centric approach to enhancing healthcare service delivery. Our solution, underpinned by SurveyOptic, is designed to empower healthcare organizations to unlock better patient care, experiences, and improved healthcare system performance.

Broad platform support

Surveys on SurveyOptic can be completed on a wide range of platforms and devices, with support for mobile devices, from basic smart phones to the latest tablets. The interface adapts to make use of advanced browser capabilities, to provide the best user experience. SurveyOptic supports international character sets (via UTF-8) to enable questions to be presented in a range of languages, where required.

Reporting and real-time Dashboards

The SocialOptic team can build custom dashboards and reports in SurveyOptic using a dynamic set of reports and analysis tools. Custom templates can include branding (logos, images, custom colour options), and additional boiler-plate or logic driven text, for example detailing next steps for respondents, or giving specific guidance based on their responses or scores. The dashboard module provides editable real-time dashboards to

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display results, including drill down and segmentation capabilities, as well as PDF export.

Sharing Results

SurveyOptic provides an admin interface which allows real-time monitoring of responses, data export, visualisation and segmentation of user response data. SurveyOptic allows you to share survey results in real-time, in a way that is accessible from any device with a web browser.

Data Transfer

All survey data can be exported as Text CSV files (comma separated variable). Exporting of data is freely available via the web interface at a user level. Data is also available via a RESTful API (Application Programming Interface) in JSON format. There is no additional cost to use the API, although extremely high volume requests may be rate limited. SurveyOptic also supports Webhooks to allow for rapid integration with other systems including CRM, BI and Case Management tools. SurveyOptic can also integrate with payment gateways including GOV.UK Pay. The export and API enable data portability and integration between services. Deleted data is removed within 30 days of account deletion.

Information Assurance

As an organisation SocialOptic is committed to delivering quality and information security and is Cyber Essentials Plus and IASME certified. Our data centres operate to ISO9001, and have ISO27001 and ISO14001 accreditations. We continually evaluate ways to enhance and improve the security of SurveyOptic. All connections are secured using TLS (SSL) and digital certificates to provide enhanced data assurance.

Consumer Responsibilities

SocialOptic expects the consumer to assume responsibility for:

- All activity carried out under user accounts (and to immediately notify us of any unauthorised use, or suspected unauthorised use).
- Maintaining the security of the user names and passwords of users.
- Ensuring adequate network connectivity for the service used.
- Ensuring that a suitable web-browser is installed on administrative user systems (any major, vendor-supported browser less than 5 years old).
- Ensuring that JavaScript support is enabled, for survey editing and

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data visualisation.

Supplier Responsibilities

SocialOptic assumes responsibility for:

- Setting up and operating the SurveyOptic instance and infrastructure.
- Monitoring the system to ensure availability - the current system availability level is > 99.99%.
- Providing timely, helpful responses to support requests, in line with the service description.
- Recovering data from back-ups, should this be required in the event of a system failure.
- Providing the ability to export response data at the end of the agreement, or any time before.

Training

SurveyOptic has an intuitive user interface, and has been designed to require minimal training, but where required SocialOptic will work to agree any specific training requirements. This can be done by arrangement on-site, at a third party venue, or via webcast. Our video training guides also provide supplementary training, and can be accessed free of charge. Additional training pricing is provided in the pricing document.

Ordering and Invoicing Process

Invoicing is on a quarterly or annual basis, based on the number of users (see pricing document). Usage is charged per billing period. Users can be added or removed via the administrator page without notice. Our standard invoicing terms are 30 days.

Termination Terms

If no longer required, individual accounts can be terminated on demand, payment will only be due for the current billing period. Bulk export of data is available on request, and user level data export is available via the normal user interface.

Further Information

Further information can be found at <https://surveyoptic.com/>