

iWantGreatCare

G Cloud 15 Pricing for NHS Trusts



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iWantGreatCare is a modular, cloud-based patient experience solution, allowing NHS organisations to meet and exceed compliance with the Friends and Family Test (FFT).

This modular approach ensures pricing remains proportionate, transparent, and scalable, with Trusts paying only for the functionality and volumes they need

FFT Pricing

Service	Price (not including VAT)
Setup & implementation	£3,500 - £7,000 (one-off fee)
Licence fee	£15,000 - £25,000 (per year)

The standard licence fee provides a fully compliant Friends & Family Test solution with multi-channel feedback capture and centralised reporting for all Trust services. Also includes:

- ✓ Unlimited hierarchies and organisational levels
- ✓ Unlimited user licences
- ✓ Reporting from ward to board level
- ✓ Interactive dashboard with scores, comments, demographic analysis and word clouds for all services.
- ✓ AI-powered thematic and sentiment analysis

If using SMS, IVR or paper (processed by iWGC) pricing is calculated on a volume basis, based on the current unit cost of each methodology. For reference, current unit cost of SMS is £0.031 and paper forms are £0.20 (please enquire for current unit costs as they may vary, depending on third party wholesale charges).

Optional modules include:

- ✓ Comparative benchmarking dashboard with external Trusts
- ✓ Advanced Equality, Diversity & Inclusion dashboard
- ✓ Board reports: in-depth analysis of your data in ready-made report for Exec Team
- ✓ Patient Reported Outcome Measures (PROMs) collection

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