

iWantGreatCare

G Cloud 15 Service Definition Document



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GROUP

iWantGreatCare

iWantGreatCare (iWGC) was founded in 2008 and is a specialist provider of patient experience and patient outcomes services to the NHS and the private sector. Its website is one of the largest patient feedback websites in the world with over 7 million reviews & it makes extensive use of cutting-edge technology to support organisations to collect & interpret large volumes of patient feedback. Trusts are able to contract directly with iWGC or via our partner, DrDoctor.

Service features

- ✓ Online, SMS, IVR/IVM, Paper, App, QR code, short url methodologies
- ✓ Fully compliant with all NHSE FFT guidelines
- ✓ Data collected & reported at any level from service/ward to Trust/ICB
- ✓ AI-powered thematic analysis of patient comments, automatically analysing hundreds of themes
- ✓ Real-time dashboards showing data down to ward level
- ✓ EDI analysis dashboard to support understand variations in care and health inequalities
- ✓ Benchmarking reports to compare to other Trusts in your ICB, region or nationally
- ✓ Fully accessible e.g. easy read online, easy read paper forms, apps for children & young people
- ✓ Available in 55 languages - can translate non-English feedback into English
- ✓ Individual clinicians can have their own personal feedback to support appraisal & revalidation
- ✓ Real time alerts to any member of staff to support responsiveness to feedback
- ✓ Keyword search to identify particular themes
- ✓ Automated transfer of data to Trust systems if required e.g. to integrate with Power BI/Tableau
- ✓ Data mapped to CQC KLOEs and Picker Principles of Patient-Centred Care
- ✓ Ability to share feedback automatically with the local population & meet transparency & local engagement requirements

iWantGreatCare Suite 16, Cromwell Business Centre, Fairfax House, Cromwell Park, Banbury Road, Chipping Norton, OX7 5SR, United Kingdom

VAT registration 940 6825 16 Co. Registration No 06632290

Tel : 01608 811863

Email : clients@iwantgreatcare.org