Crown
Commercial
Service

Rapid services insight

G-Cloud 15 service definition

Healthia®

Rapid services insight

A fast, AI-enabled diagnostic to uncover service pain points and priorities - delivering people-centred insight to guide your next move.

Uncover a clear view of what's working - and what's not - without weeks of interviews or workshops. **Rapid Services Insight** gives you a credible, structured snapshot of your services in just 2-3 weeks. We blend AI-powered video interviews with expert synthesis to surface the real experiences of staff and service users - quickly, meaningfully, and at scale. This is about listening well, moving fast, and focusing where it counts.

What you get

- **Top pain points -** From the people delivering and using your services
- **Clear opportunities -** Quick wins and strategic areas to improve, invest or transform
- **Organised insight -** Structured report with key themes and direct quotes
- **Priority focus areas -** Where to start if you're ready to make change happen

Who it's for

- Service owners who want a rapid sense-check
- Programme teams under pressure to show progress
- Organisations validating assumptions or planning next steps

Why it works

- **AI powered video interviews** - space for honest, nuanced feedback - at scale
- **Smart prompts, sharper insight -** go deeper than traditional surveys
- **Structured synthesis -** saves time and surfaces what matters most for action

What you'll walk away with

- A grounded view of what's happening across your services
- Quick evidence to inform decisions and support the case for change
- Trusted insight to build alignment, not just another report

Example: We are working with Breast Cancer Now to define what their offer to health care professionals looks like. We are using AI tools to capture broad insight.