

Civica Experience

Harnessing real-time patient and employee feedback to improve engagement and drive organisational change

Provides a number of solutions to help harness real-time feedback (including FFT) with meaningful insights, giving your organisation a complete, holistic view of the patient and employee experience from front-line to board level.

Our cloud solutions provide multi-channel data collection, bespoke reporting, and smart text analytics to draw out actionable insights from patients and employee comments. It is built and continually evolves in partnership with our healthcare clients.

Experience enables you to listen to the voice of your employees and patients and lets them guide your improvement efforts, as well as celebrating all the outstanding work delivered in your organisation. Our solutions give your people a voice, empowering people, teams and organisations to drive improvement at scale.

Why choose Civica Experience?

Our unique free-text analysis engine generates unrivalled insights from patient and employee comments across a multitude of themes and organisational development tools, helping you drive improvement.

As the UK's leading provider of patient, employee and public engagement tools for the health sector, our solutions are developed in partnership with our healthcare clients and used extensively across the NHS and internationally.



Certification Number 663
 ISO 9001
 ISO 14001
 ISO 27001
 ISO 22301
 ISO 45001
 ISO 27701

Features

- Secure cloud hosting of platform and data
- Tailored and unlimited surveying; real-time quantitative and qualitative analysis and reporting including FFT and NQPS
- Multi-channel and mobile data collection (offline and online): Online, Email, SMS, IVR, Tablet, Kiosk, Paper, QR, NFC
- Mobile survey app (iOS and Android) for real-time patient and employee feedback
- Smart text analytics of patient & employee comments: emotions, themes, sentiments, trends, wordclouds, insights
- Organisational development and quality improvement tools; Action manager, event-driven alerts, push reporting and comment flagging.
- Library to manage digital patient and employee stories

Benefits

- Gain actionable patient and employee insights from front-line to boardroom, including FFT and NQPS
- Use unrivalled text analytics of comments, including patient and employee triangulation
- Prioritise risk areas and drive service improvement, leveraging feedback to improve quality, safety and experience of care
- Save time and money with increased efficiencies, better staff retention and improved wellbeing
- Knowledgeable customer support and training, and user-driven product development.

Welcome to Civica

Civica is proud to be the UK's largest software company focused on the public sector, which we have served as a trusted partner for over 30 years.

Our products and services are used by 2.5 million professionals across national, regional and local government, health and care, housing, education and democracy. They deliver improved outcomes for 90 million citizens.

Our deep sector and technology expertise helps our customers to meet unprecedented challenges as they sustain and enhance public services. Through greater digitisation and automation, a growing use of cloud solutions and smart use of data, we help address rising citizen expectations for innovative and efficient public services around the world.

We have a strong commitment to delivering social value and sustainability, which includes supporting our customers' Net Zero ambitions, creating software with sustainability built in and reducing our own impact on the planet.

civica.com

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