



Patient Experience (PX) surveys

Instant patient insights for transformative care.

Envoy PX platform is specifically designed to capture NHS patient feedback in real time. Users can instantly review responses and key metrics on a secure, user friendly dashboard and real time alerts flag critical issues to staff in the moment.

We take care of communications, you focus on transforming patient care.

'Patient first' survey channels

Our survey options respect both patient preference and Trust budgets. We use the most cost effective channel first and seamlessly switch to the next mode if contact is not made.



SMS



Voice



Online



Tablet



Video



Agent



Paper



Kiosk

Smart features

- **Interactive dashboard**
Real time results available 24/7 and unlimited user accounts with role based access
- **Big picture to deep dive**
Drill down to patient feedback specific to department, area or clinician
- **High level results at a glance**
Instant analysis & reporting, downloadable in PDF & excel options. Numerous visual formats including pie charts and graphs
- **Live trending**
Positive/negative key words and up to 10 themes based on Trust focus areas e.g. food and waiting times
- **Sentiment analysis**
AI analytics uncover and report on positive & negative phrases within a patient comment, saving 100s of hours of staff time in qualitative analysis
- **IOS app**
Enable feedback collection without relying on internet connection or WIFI
- **Real time alerts**
Flags issues based on key word or rating that requires immediate attention
- **Auto reporting**
From board to ward. Schedule automatic delivery of tailored reports to relevant staff, no manual work required!
- **Feedback publishing**
Trust selected feedback is instantly published to chosen microsites including waiting room TV's, intranet and Trust website
- **Dashboard word cloud**
Click on any word within the cloud and all relating feedback is instantly available

"I love sentiment analysis! What I really like is that it doesn't just categorise comments but breaks them down even further by sentence – amazing! Frees up considerable time and allows me to do more with my feedback."

Socially inclusive surveys give every patient a voice



Patients can convert online surveys to **99 languages** in **1 click!** Surveys can be read out loud in their chosen language and font increased and highlighted for visually impaired patients



Adorable children's surveys can **increase feedback** from the younger demographic. Mant Trusts have seen a **big increase** in CYP responses using this approach



Inclusive range including visual answer symbols, easy to read options and custom designs. These can be applied to online, paper and kiosk surveys

The Friends and Family Test

Healthcare Communications are the platform of choice for many NHS Trusts, collecting 50% of all outpatient feedback. Includes all the smart features plus:

- Advanced analytics: visual graphs and reports are 'meeting' ready with the click of a button!
- 'You Said, We Did' posters: automatically created with selected patient comments and improvements made from that feedback – print ready to display in wards
- Users can download their monthly submission figures with 1 click
- Patients can leave a themed voice recording on care experience. Play at boardroom meetings for 'goose bump' impact
- Action plans: assign actions to staff and track outcomes within the platform
- Patients have the option to talk about their care experience virtually



"Reporting is now a breeze! Auto-reporting is so quick and easy; it makes such a difference. What was previously taking us a week to do, is now instant, with a click of a button!"

PX surveys

Find out the 'why' with specific survey questions centred on improvement hot spots. Your team can then confidently drive change in this area.

Intelligent features

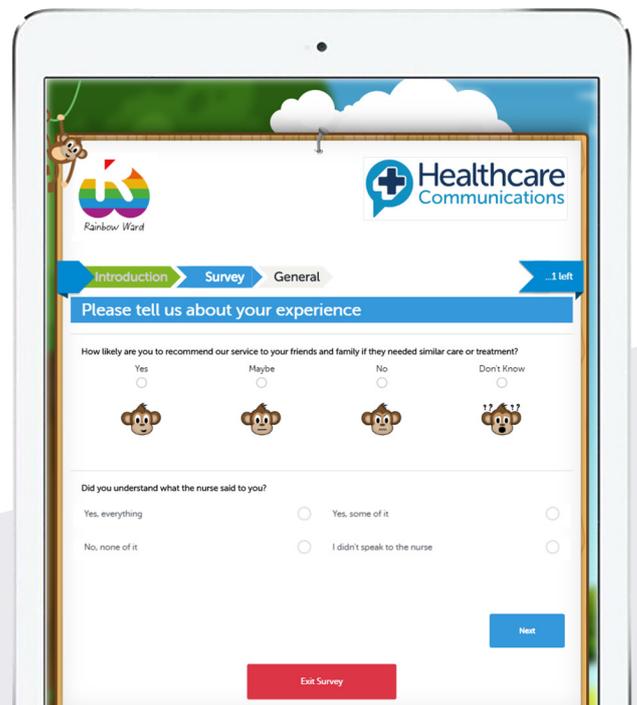
- **Responsive design**
Surveys can be completed on any mobile device
- **Heat map**
Visual big picture, makes instant sense of immense data and red flags service issues
- **Real time results**
Alerts on feedback that requires immediate staff attention
- **Skip logic**
Changes what question a patient sees next based on how they answer the current question. Avoid survey abandonment and create a better survey experience!

Big picture and detailed reporting

- **Benchmarking**
Wards and performance are ranked with scores and colour coding. Staff can understand where and what to focus resources and training on e.g. call bell waiting times
- **Trend analysis reports**
Shows trends between numerous reporting periods and see the impact of improvements made from previous feedback
- **Question comparison report**
Compare two or more variables to understand what affects care experience across demographics e.g. age and communication preference. Tailor improvements to patient groups

Build your own survey!

Users can build and design an unlimited number of their own surveys or choose from an extensive library of templates. Creators can select from a range of inclusive options including large print and child-friendly images, to encourage feedback from all patient groups.



About Healthcare Communications

Healthcare Communications are market leaders in delivering Appointment Management and Patient Experience Systems to over 100 trusts and Health Boards. With 120 million interactions delivered to NHS patients every year, the platform is fully inclusive with an omni-channel approach to ensure every patient receives hospital communications.

www.healthcare-communications.com