

Helping the NHS meet the needs of its greatest asset

Ensuring your team remains motivated and engaged is a priority for everyone involved in developing and delivering a dynamic people strategy.

The days of people issues being a matter for the HR team alone are long gone.

Talent retention; staff morale; health and safety compliance; overall business productivity and profitability: these are subjects that dominate the strategic thinking of senior managers on a daily basis.

But while creating a dynamic people strategy is one thing, measuring its impact and success across multiple sites is an altogether different exercise – and that’s where CRT’s award-winning ViewPoint multi-mode solutions can help.

For regardless of whether your need is an all-staff Employee Opinion Survey or a more focussed team-based engagement activity geared towards learning and development, ViewPoint is uniquely placed to deliver exceptional results.

Helping the NHS get closer to its people

For the last 10 years, CRT ViewPoint has been working with the NHS, helping healthcare managers meet key employee, patient and clinical audit targets.

Our track record in the sector is second to none: Today, we work with one in three NHS Trusts and every year we produce more than one million surveys annually for our customers.

Our work with The Whittington NHS Trust has received praise from all quarters – not least the NHS Confederation, which

has recently cited CRT ViewPoint as an example of best practice – particularly in relation to supporting the attempts of HR professionals and senior managers in maintaining high levels of morale and boosting operational efficiencies.

Delivering significant benefits

The Whittington has been working with CRT on a wide range of activities across its campus, which caters for the needs of 2,000 staff and 800,000 patients annually.

As well as supporting the Trust’s staff engagement programme, a wide range of additional benefits have been delivered, including:

- Proactive support being offered to the CQUIN Payment Framework;
- Ensuring changes to staffing levels are made at identified times – helping service levels to remain high;
- Improving patient care through the freeing up of staff time;
- Remedial action in key operational areas being identified more efficiently;
- Informed actions being taken to improve services for a wider range of demographic patient groups;
- Cost savings on other methods of patient feedback being realised.

Commented CRT Chief Executive Simon Rowland: “The health service has undergone many changes in recent years – and much of this change has had a major impact on more than a million people who work for the NHS.

“It is important their views, opinions and needs are listened to and identified.

“That’s where ViewPoint plays a valuable role. CRT has an unrivalled track record in helping HR teams and senior managers identify key strengths and weaknesses in their people strategies, so an organisation stays on track – and its people remain motivated and focussed.”



MAIN BENEFITS

- **Managed or Self-Service options – you choose**
- Unrivalled ease of use and functionality
- **Proven methodology drives up EOS and survey response rates**
- Immediate Return on Investment
- **Real-time data capture**
- Valid8 protection offering 100 per cent security
- **Full training and support**
- Variety of multi-mode data capture options available, including kiosk, Tablet PC, online, telephone and paper-based survey
- **ViewPoint can be used as a standalone system or integrated into existing IT infrastructure**



An essential business tool



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If you'd like to find out more
about ViewPoint and the
ways CRT's award-winning
solutions can support your
people strategy, please call
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Alternatively, please send an
email to
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Thank you!