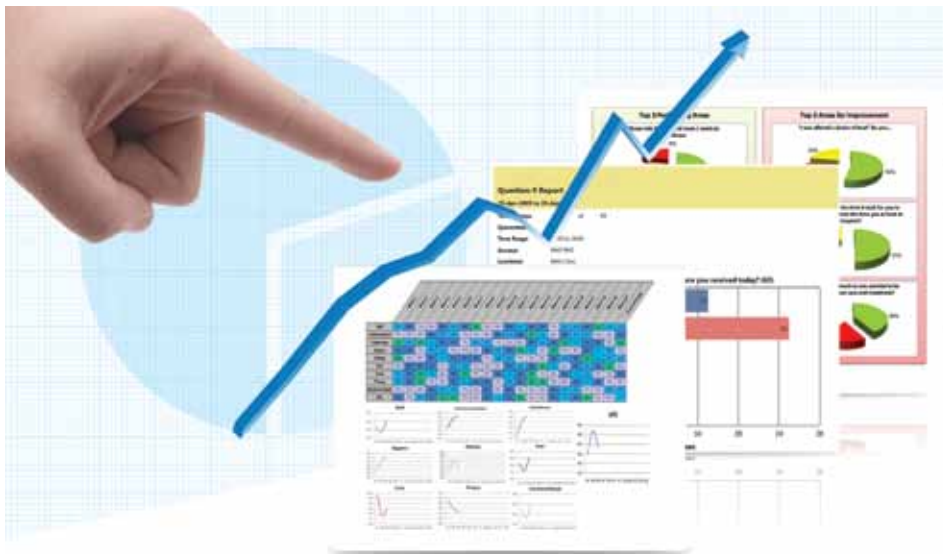


ViewPoint Research Control Suite

System Overview



ViewPoint RCS is an online application providing secure access to a powerful business intelligence tool.

The collection of data through multiple feedback channels including data import from other sources, together with the analysis and reporting engine of ViewPoint RCS, creates an unrivalled Self-Service solution for measuring patient experience through surveys and audits.

Patient choice is driving up the need for service excellence and the best source of quality improvement information is the patient themselves. The ViewPoint Survey Solution is designed to measure patient satisfaction and provide insight into improving the patient experience.



Audits with ViewPoint RCS

The flexibility of the ViewPoint RCS means it is the perfect tool to carry out clinical audits within the NHS. Designed to capture data utilising multiple methods using various selection criteria, ViewPoint RCS has been used to carry out risk assessments on wards, management performance audits and demographical audits.



The only contender that offered the total solution to the research capability that the Trust was looking for.

Vikki Carruth, Deputy Director of Nursing, Surrey & Sussex Healthcare Trust



ViewPoint Benefits

- Valid8™ data validation filters out false entries and ensures high quality data
- Multi-language, large text and image-based survey options, ensure accessibility and demographical inclusion
- Our multi-channel data collection method increases the number of patient survey responses
- Can be used as a Self-Service application or as part of our Managed Services. Let us take care of the whole process and free up the time of your clinical staff
- Highly secure data capture, transfer and storage

"Feedback from patients and visitors to the Trust is very important. The ViewPoint patient survey solution is allowing us to obtain patient feedback in a simple, timely way."

Denise Carroll, Director of Clinical Governance Royal Liverpool & Broadgreen Hospital

"Special thanks to CRT, who work with us on supporting the implementation process and capture of patient data. It provides great learning and insight to the challenges of care in today's acute settings."

Mandy Wearne, Director Service Experience Inspiration North West (North West SHA)

To find out more please contact us at:
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ViewPoint RCS empowers you:

Survey Design

Using ViewPoint RCS you can create a range of simple or complex surveys, utilising different question types, text sizes, languages, colours, images and graphics. Our easy-to-use survey wizard ensures high quality survey production. User access can be restricted to ensure only trained, authorised staff can create surveys.

Survey Control

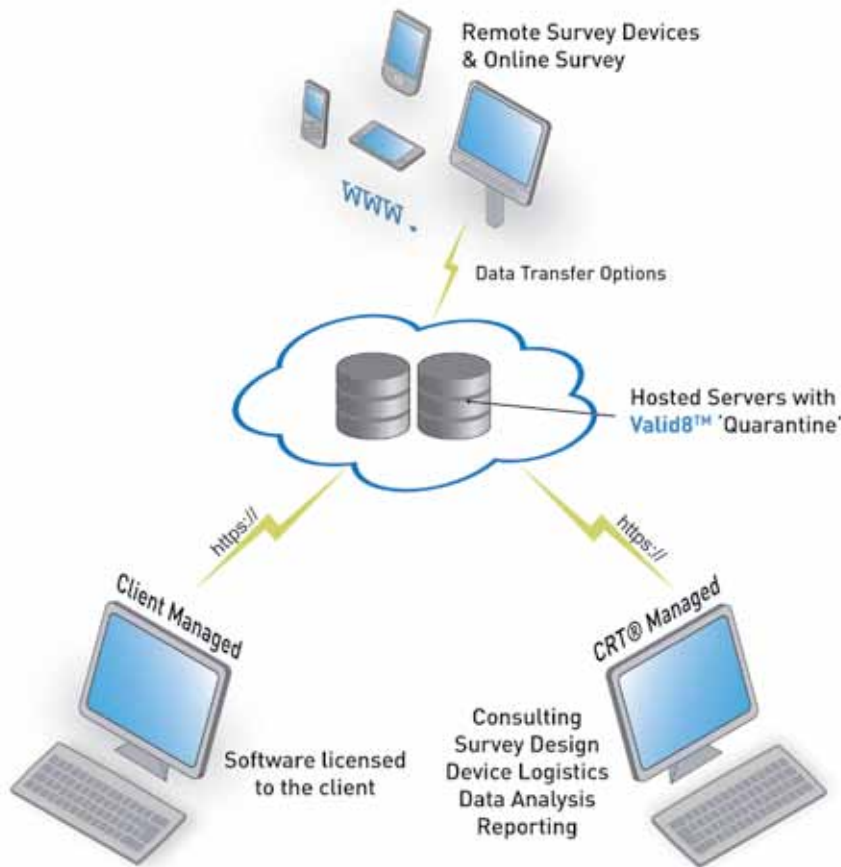
Once designed, you can manage and deploy your surveys across a range of engagement platforms. ViewPoint RCS then enables you to monitor survey performance and upload response data for validation and analysis.

Survey Analysis

Response data is centrally and securely held in our ViewPoint RCS data repository. Once filtered through **Valid8™** algorithms, the response data is analysed via standard 'one click' reporting or more complex cross tabulation or filtered analysis. You can create multiple reports or export to other data analysis tools to drive out actionable information. From this, organisational performance can be measured and service improvements instigated.

Survey Devices

Multi-channel data capture along each patient's journey is achieved through our range of Touch Screen kiosks, Tablet PCs, Mobile Phone text messaging and Online Surveys.



People find ViewPoint easy to use which allows us to gather feedback from a much wider range of demographics than was previously possible. Collecting real time feedback has always been difficult but ViewPoint allows everyone to be included, with a level of anonymity that makes them feel secure when giving point of experience feedback.

Chris Giles, Development Manager



The system truly is helping us to shape community services.

Ian Tritschler, Associate Director of Business Intelligence and ICT, NHS Islington - Provider Services



ViewPoint RCS Features

Survey Design

- Secure intuitive web-accessed interface
- Range of question and answer types
- Simple or complex routing options
- Verbatim 'open text' capture
- Images as buttons & custom graphics
- Customisable survey look & feel
- Multiple Languages
- Randomised question order

Survey Control

- Range of connectivity options
- Easy to manage survey editing
- Straightforward survey deployment
- Monitor response rates to evaluate survey effectiveness
- Centralised data repository for easy access

Survey Analysis

- Powerful analytics engine for standard and advanced reporting
- Auto-reporting
- Advanced custom reporting
- Device & location specific reporting to assess ward to board performance
- Data validation to ensure high quality results
- Survey data is compatible with external reporting packages
- Demographic reporting

Our partners:



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