

ViewPoint Touch Screen

Making Patient Feedback Easy

CRT leads the way in unattended data capture. This is achieved through unique technology that understands and analyses the human-to-touch screen interaction.

ViewPoint Touch Screen Kiosks are widely used throughout the NHS to measure patient experience in 'real-time', allowing healthcare organisations to identify patient's needs and create dynamic user-led services. They are ideal for use in areas of your services where there is significant dwell time such as waiting areas or in-patient wards. The larger screen improves accessibility across the wide demographical groups.

Easy to install and use, the ViewPoint Kiosk can be flexible, portable, self contained, secure and robust for undertaking patient surveys in unattended environments, and can be permanently sited for additional security.

Touch Screen Kiosk options

• **Floor Standing** – Available with either fixed, or folding stands, these stands are ideal for general use in areas with significant footfall. The stands are ergonomically designed to allow wheel chair access. They can also be supplied with removable kiosk surrounds, designed to attract people to the device, enabling the capture of high volumes of data.



ViewPoint Touch Screen



ViewPoint Touch Screen Removable Surround*

• **Desk mounted**

Desk mounted devices can be positioned on counters with attractive surrounds to encourage survey participation and generate high volumes of patient feedback.



• **Wall Mounted** – Invaluable in capturing patient feedback in areas where floor space is of a premium, without losing any functionality or design.



• **Permanent Placement**

Ideal for capturing feedback in areas where a more robust encasing is required providing additional security to the device, and where a constant stream of patient feedback can be generated.



ViewPoint Kiosks unobtrusively gather patient experience data which can be immediately uploaded, ready for reporting.

NHS organisations can collect accurate data without the need of staff involvement, leaving care workers to concentrate on providing a world-class service.



The system truly is helping us to shape community services.

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



ViewPoint Touch Screen Features

- Simple to use – plug and play
- Multiple connectivity options
- Multiple hardware options
- Floor, desk or wall mounted
- Environmentally friendly, paperless research
- Portable folding stand and carry case options
- Branded kiosk surrounds

ViewPoint Kiosk Survey Benefits

- Lower patient survey costs
- Reduced demands upon staff
- Improved accessibility options
- Improved patient feedback quality
- Research data integrity with Valid8™ filtering and quarantine algorithms
- Collect patient feedback in real time, allowing faster identification of/reaction to service problems
- Open new channels of communication and access to difficult to reach groups

'The quality of service our patients receive is of high importance to us.'

Chris Giles,
Development Manager for the
Whittington Hospital

"The results illustrate how capturing feedback from patients on a continuous basis – and acting on this feedback by implementing change – can make a real difference to their experience."

Bernie Gildea,
Service Development Manager
Bolton PCT

To find out more please contact us at:

Customer Research Technology Ltd
Orchard Court 2, Binley Business Park,
Harry Weston Road, Binley, Coventry
CV3 2TQ, UK.

T: 02476 608 830
E: info@crtviewpoint.com
www.crthealth.com