

THE PICKER INSTITUTE
FREQUENT FEEDBACK SERVICE

○ Real-time patient feedback at the touch of a button

> Ward level action

> Board level reporting





Why choose the Picker Institute service?

- **Flexibility** – load the devices with a number of questionnaires to carry out several different surveys; add as many questions as you need; add new questions at the touch of a button.
- **Real-time results** – updated at the touch of a button directly from the keypad.
- **Independent from your organisation's IT systems** – no need for cables or docking.
- **Unique combination of reporting** – use core questions to provide key performance indicators for the Board – and use ward level questions (which can be changed regularly) in the same survey. No other device meets the needs of both frontline care staff and board level management at the same time.
- **No extra burden for staff** – surveys are independently analysed and reported.
- **Infection control** – includes tried and tested infection control protocol.
- **Ease of completion by patients**
- **Demographic data** – giving you a profile of the patients who answered your survey.

What is the Picker Institute frequent feedback service?

The Picker Institute's unrivalled expertise in researching patients' experience of care in a new form – survey results from hand-held electronic devices, here and now on the wards, tailored for your requirements.

- **Ward level patient feedback to frontline staff.**
- **Key patient experience measures for Board reporting.**

Your staff can act on their patient's data – at ward, department of specialty level

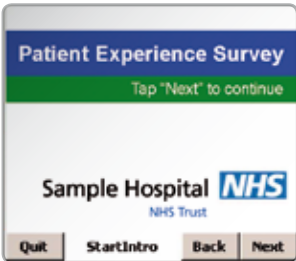


What does this service give you?

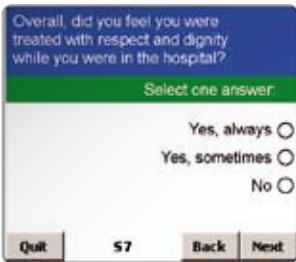
- **Feedback** directly from your patients to the frontline staff caring for them – no need to wait for staff to take ownership of the results to make improvements.
- **Continuous year-round** patient feedback – to complement your annual surveys.
- **At-a-glance benchmarks** of your patient-centred performance against national surveys and over time.

How does it work?

Each device is lightweight, easy to use and comes pre-loaded with your survey. The survey is ready to go at the touch of a button.



Step 1: switch on the device and the survey is ready to run.



Step 2: the patient completes the survey by tapping the screen.



Step 3: press Save and the device is ready to go again.

Step 4: press Send – results are immediately transmitted and stored on the database.

Results and reporting

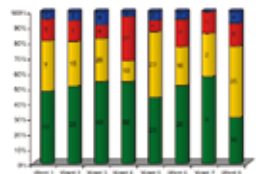
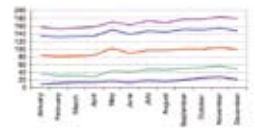
The Picker Institute reports your results in the form that you require, including detailed written reports and presentations completely tailored to your reporting requirements. Results are updated each time you send the data from the device and are available immediately via a secure server.

Your Board can keep a running check on patient-centred performance



Analysis and benchmarking

- Core questions can be benchmarked against national survey results.
- All questions can be displayed by department, speciality and ward.
- All questions can be compared over time.
- Your results can be broken down by respondent profile.





Contact us

If you would like to learn more contact us at:

Picker Institute Europe

King's Mead House
Oxpens Road
Oxford OX1 1RX

Tel: 01865 208100

Fax: 01865 208101

Email: info@pickereurope.ac.uk

Website: www.pickereurope.org

Charity Registration no: 1081688

Company Registration no: 3908160

The Picker Institute works with patients, professionals and policy makers to promote understanding of the patients' perspective at all levels of healthcare policy and practice. It undertakes a unique combination of research, development and policy activities which together help to make patients' views count.



making patients' views count



INVESTOR IN PEOPLE



Ward2Board™ technology is supplied by fr3dom health.

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