



A suite of patient-centred software tools designed for the NHS.

- capturing feedback of a higher quality than any comparable method.
- artificial intelligence & powerful reporting tools deliver robust insight.
- the only end to end, digital-first & real-time patient feedback solution.

## + HOOTVOX an INTRODUCTION

Trusts who use Hertzian Health can plug comments into our software with comments from existing Friends and Family Tests.

This enables them to 'hit the ground running' with masses of actionable insight and qualitative measurement mined from their existing FFT comments.

Phase one completed, phase two is implementation of a superior Friends & Family Test which captures greater volumes of higher quality patient feedback. It also provides quantitative measurement in the form of ratings for eight different criteria also based upon the CQC's key lines of enquiry.

Ratings gathered by Hootvox are specific to each ward or service area and can be presented in a similar way to Hertzian Health's reports. This allows us to triangulate our measurement comparing patient sentiment with patient ratings of the same service area.

A digital real-time software tool for hospital managers and the Care Quality Commission, Hootvox and Hertzian Health deliver more useful, reliable and actionable insight than any other methods available to the NHS today.

Implementation of our software is simple and it integrates easily with existing NHS software solutions.

Adoption of our F&FT software has no barriers, we make it easier for staff to administer, for patients to complete, and for managers to understand.

## + OVERVIEW: TRUST BREAKDOWN by REGION

	Politeness	Thoughtful and caring	Reassuring and kind	Informative	Respectful of your privacy	Communication	Cleanliness of environment	Overall satisfaction with care	Total
Region A	7.4	7.6	5.2	6.8	8.4	7.7	9.5	8.1	6.66
Region B	7.9	8.1	8.8	7.6	8.6	5.9	8.8	8.5	7.04
Region C	6.9	7.1	5.3	8.2	8.2	8.3	9.1	8.2	6.80
Region D	7.5	7	7.7	7.7	8.3	7.8	8.1	7.5	6.76
Region E	8.8	9.1	9.3	8.8	9.6	9.9	9.9	9.6	8.28
Overall	7.5	7.78	7.26	7.82	8.62	7.92	9.08	8.38	7.11

+ WARD BREAKDOWN for REGION A

	Politeness	Thoughtful and caring	Reassuring and kind	Informative	Respectful of your privacy	Communication	Cleanliness of environment	Overall satisfaction with care	Total
Alder Ward	6.2	6.3	4.4	7.2	8.8	7.3	9.1	8.8	7.26
Larch Ward	8.1	8.6	4.2	6.9	9.1	6.8	9.8	8.7	6.76
Chestnut Ward	8.7	8.9	6.6	6.6	8.8	7.7	9.5	8.4	7.06
Walnut Ward	9.1	9.6	6.4	7.3	6.8	7.8	9.5	7.7	6.89
Lime Ward	5.7	5.7	4.2	5.9	7.9	9.1	8.7	7.2	6.09
Sycamore Ward	7.1	7.4	5.1	7.1	9.3	9.2	9.9	8.8	7.10
Maple Ward	6.2	5.9	4.8	6.6	7.3	6.9	9.8	7.3	6.08
Beech Ward	8.3	8.6	6.1	6.9	9.1	7.1	9.5	8.2	6.94
<b>Overall</b>	7.43	7.63	5.23	6.81	8.39	7.74	9.48	8.14	6.68

<p><b>CONTACT HOOTVOX</b></p> <p>To find out more go to: <a href="http://www.hootvox.com">www.hootvox.com</a></p> <p>Phone Mark Sadler: 01326 702802</p> <p>Email: <a href="mailto:mark@hootvox.com">mark@hootvox.com</a></p>	<p><b>KEY:</b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; text-align: center;"> <div style="border: 2px solid black; width: 30px; height: 15px; margin: 0 auto;"></div> <p>OUTSTANDING</p> </td> <td style="width: 50%; text-align: center;"> <div style="background-color: orange; width: 30px; height: 15px; margin: 0 auto;"></div> <p>REQUIRES IMPROVEMENT</p> </td> </tr> <tr> <td style="text-align: center;"> <div style="background-color: green; width: 30px; height: 15px; margin: 0 auto;"></div> <p>GOOD</p> </td> <td style="text-align: center;"> <div style="background-color: darkred; width: 30px; height: 15px; margin: 0 auto;"></div> <p>INADEQUATE</p> </td> </tr> </table>	<div style="border: 2px solid black; width: 30px; height: 15px; margin: 0 auto;"></div> <p>OUTSTANDING</p>	<div style="background-color: orange; width: 30px; height: 15px; margin: 0 auto;"></div> <p>REQUIRES IMPROVEMENT</p>	<div style="background-color: green; width: 30px; height: 15px; margin: 0 auto;"></div> <p>GOOD</p>	<div style="background-color: darkred; width: 30px; height: 15px; margin: 0 auto;"></div> <p>INADEQUATE</p>
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