

# HOOOTVOXX

**For Wards**

**A look behind the scenes.....**

**The Survey, The Feedback, The Dashboard.**

Surveys include Hospital logos.

Survey for: Hospital name.

Ward name.

Select Language

Hi Mark

On a scale of 1-10 (10 being excellent) how would you rate the NHS service and staff in the following areas?

Language options.

Would you recommend:

No
  Yes

Please rate Hospital and ward name. on the following points: (Select your answers below)

We can ask the friends and family question in other formats.

10 being the most positive

Politeness:	1	2	3	4	5	6	7	8	9	10	10
Thoughtful and caring:	1	2	3	4	5	6	7	8	9	10	10
Reassuring and kind:	1	2	3	4	5	6	7	8	9	10	9
Informative:	1	2	3	4	5	6	7	8	9	10	8
Respectful of your privacy:	1	2	3	4	5	6	7	8	9	10	8
Communication (e.g. Welsh / British sign language):	1	2	3	4	5	6	7	8	9	10	10
Cleanliness of environment:	1	2	3	4	5	6	7	8	9	10	10
Overall satisfaction with care:	1	2	3	4	5	6	7	8	9	10	10

The one page survey is quick and easy to complete and smartphone friendly.

### Good points

Qui no impetus accusamus deterruisset, essent timeam no qui. Congue instructor ex qui. Vis ad feugait propriae, nobis laoreet per at. Esse choro ex per. Invidunt detraxit dissentiunt duo ut, te vel quis vide solet, iudico prompta lucilius at mea.

### Bad points / suggestions

Invidunt detraxit dissentiunt duo ut, te vel quis vide solet, iudico prompta lucilius at mea. Qui no impetus accusamus deterruisset.

Good points and Bad points.  
A balance of opinion provides  
greater insight.

Write a one or two word summary about your experience with...

Lovely caring staff.

This is what we will tell readers of your review about you. Please change it if you would like to.

Mr S, Helston, Cornwall

It's not always possible to collect  
feedback from the patient.  
When we collect feedback from a spouse,  
next of kin or family member we like to  
know because that's important.

### NHS Data Protection

You are...

Please select if you would like us to contact you regarding your feedback

Yes  No

Hootvox is a registered  
Data Controller.  
We take Data Protection  
very seriously.

By clicking the button below I confirm that I have read and agree to the terms and conditions.

SUBMIT SURVEY

Mrs H  
Location: Bristol  
Summary: No complaints

Hootvox provide a tamper proof feed of all feedback which is embeddable on any website.

**10**  
out of 10

Reviewed:  
21 Nov 15 13:16



### Good Points

Consul nonumes iracundia, ad minimum detracto vis. Nullam dictas mel te. Mea fuisset consulatu ei, per te placerat vulputate deseruisse. No sed elit saepe appellantur. Ex veniam feugiat his. Ad nam consul nonumes iracundia. Mea fuisset consulatu ei, per te placerat vulputate deseruisse. No sed elit saepe appellantur. Ex veniam feugiat his.

Driver questions prompt people to write about the criteria they have rated.

### Bad Points

Nullam dictas mel te. Mea fuisset consulatu ei, per te placerat vulputate deseruisse. No sed elit saepe appellantur. Ex veniam feugiat his.

By specifically asking for good points and bad points we capture more insight.

Ad nam con deseruisse. No sed elit saepe appellantur. Ex veniam feugiat his. Nullam dictas mel te. Mea fuisset consulatu ei, per te placerat vulputate deseruisse. No sed elit saepe appellantur. Ex veniam feugiat his.

When a hospital replies to a patient we make it clear that it's not part of the patients feedback.

# Dashboard

## Getting Started

### Set up your company profile

Add the details for the company your surveys will be linked to.

### Create a survey

Choose a survey for your company or create a new one from a host of survey options.

### Add customers

Upload customer details you want to review your company.

### Send survey

Send the survey link to your customers.

### View results

View your reviews and reply to your customers feedback.

### Share your feedback

Share and embed your reviews on social media and your website.

Completed surveys are returned in real time to 'The Dashboard' - Every ward has one.

Managers can access feedback 'by ward' from a single dashboard.

Hootvox is intuitive and easy to navigate.

Measurement is crucial, from the Dashboard you have an overview of performance.

Scores are immediately visible and alerts can be set to highlight low scoring feedback to managers.

To add a new patient click here. Add the patients name and email address to the online form. Hootvox will automatically send the survey.

Overall Score  
**81%**

Would Recommend  
**68.4%**

Responses  
**23.8%**

Lowest %  
**28.33%**

Highest %  
**100%**

Filter by Survey	Please select		
Profiles	1		
Surveys	5		
Customers			
Surveys Sent			
Reviews Received			

## Notifications

Tue 5 Jan 16, 14:48 - St Cadoc's Ward Survey: Donna Ford	<b>70%</b>	Read	Reply
Tue 5 Jan 16, 14:13 - St Cadoc's Ward Survey: Copner	<b>92.5%</b>	Read	Reply
Tue 5 Jan 16, 14:13 - St Cadoc's Ward Survey: [Name]	<b>73.75%</b>	Read	Reply
Wed 21 Jan 16, 14:13 - St Cadoc's Ward Survey: [Name]	<b>83.75%</b>	Read	Reply
Tue 18 Aug 15, 11:12 - St Cadoc's Ward Survey: Helen Dinham	<b>100%</b>	Read	Reply
Tue 18 Aug 15, 11:12 - St Cadoc's Ward Survey: Tanya's Demo: Linda Alexander	<b>100%</b>	Read	Reply
Tue 18 Aug 15, 11:12 - St Cadoc's Ward Survey: St Cadoc's Dermatology Ward.: [Name]	<b>100%</b>	Read	Reply
Tue 18 Aug 15, 11:12 - St Cadoc's Ward Survey: St Cadoc's Demo Ward.: Katrina Rowlands	<b>100%</b>	Read	Reply

Read and Reply to patient feedback to say thanks or to put things right.

ADD NEW CUSTOMER