

TEXT a Nurse: The On-Site Patient Feedback Solution.



We live in a society where instant communication is possible and expected. For many people who are used to having information at their fingertips, texting has become their preferred method of communication.

80% of people carry a smartphone in their pockets.

We have made it possible for patients and their family members to connect with hospitals anonymously by text message.

With Text a Nurse, hospitals are allocated a phone number that allows patients and their family members to send text messages to the hospital. Enabling patients to communicate with hospital staff 'here and now' while they are still on the ward gives hospitals the chance to improve the patient experience, or fix a concern before it becomes a problem and perhaps later a complaint or a negative comment on a Hootvox review.



A Text Based Solution - No Apps to download.

Asking patients to download an app is a barrier to them using the service, whereas Text a Nurse could not be easier to use.

Patients send a text from their phone in the same way that they would to anyone else. The nurse on duty receives a message into a dashboard on their computer. Nurse and patient can message each other between mobile phone and computer seamlessly.

Text a Nurse complements the Hootvox patient feedback software and has been introduced following suggestions from nurses using Hootvox at Aneurin Bevan University Health Board in Wales.