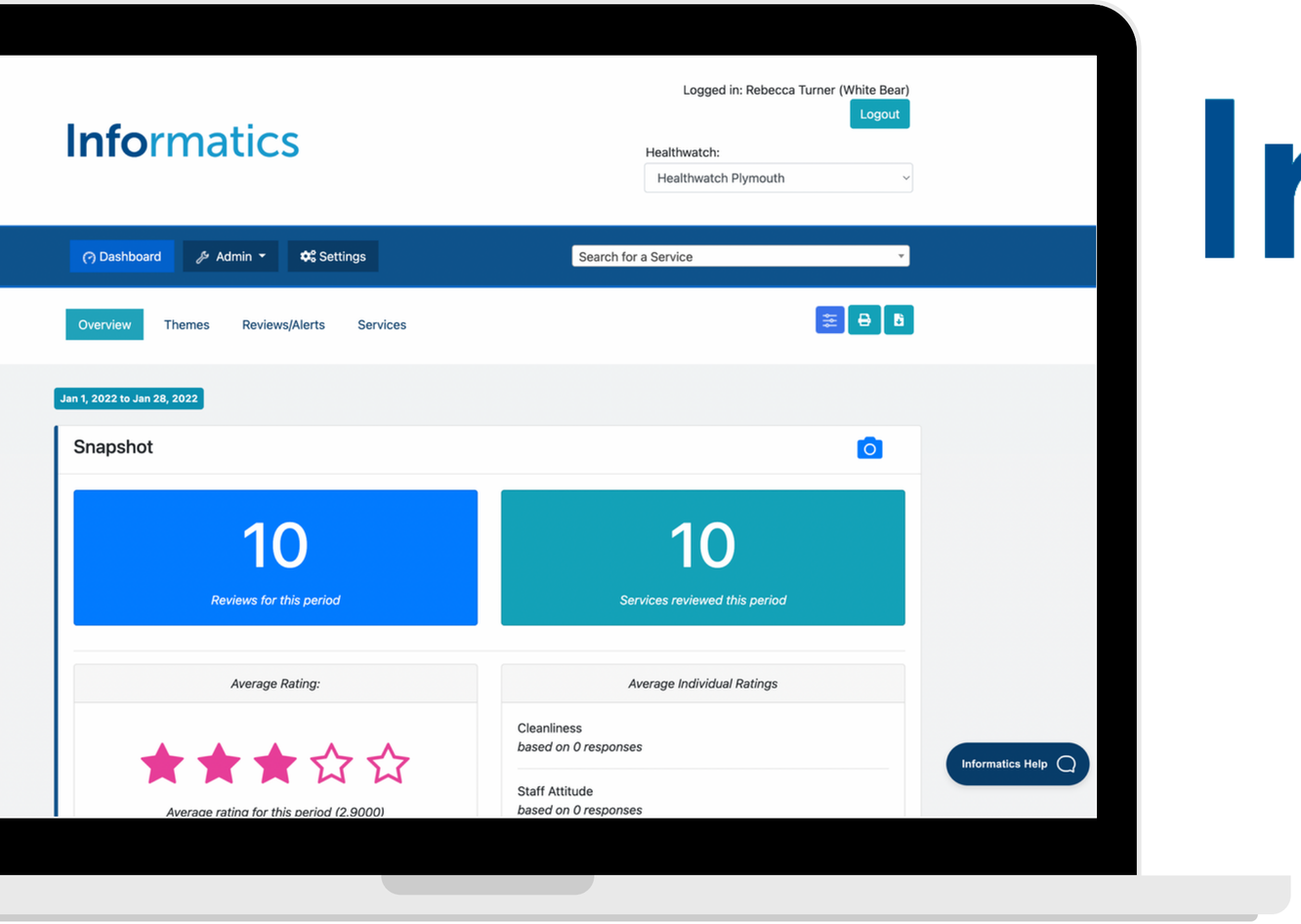


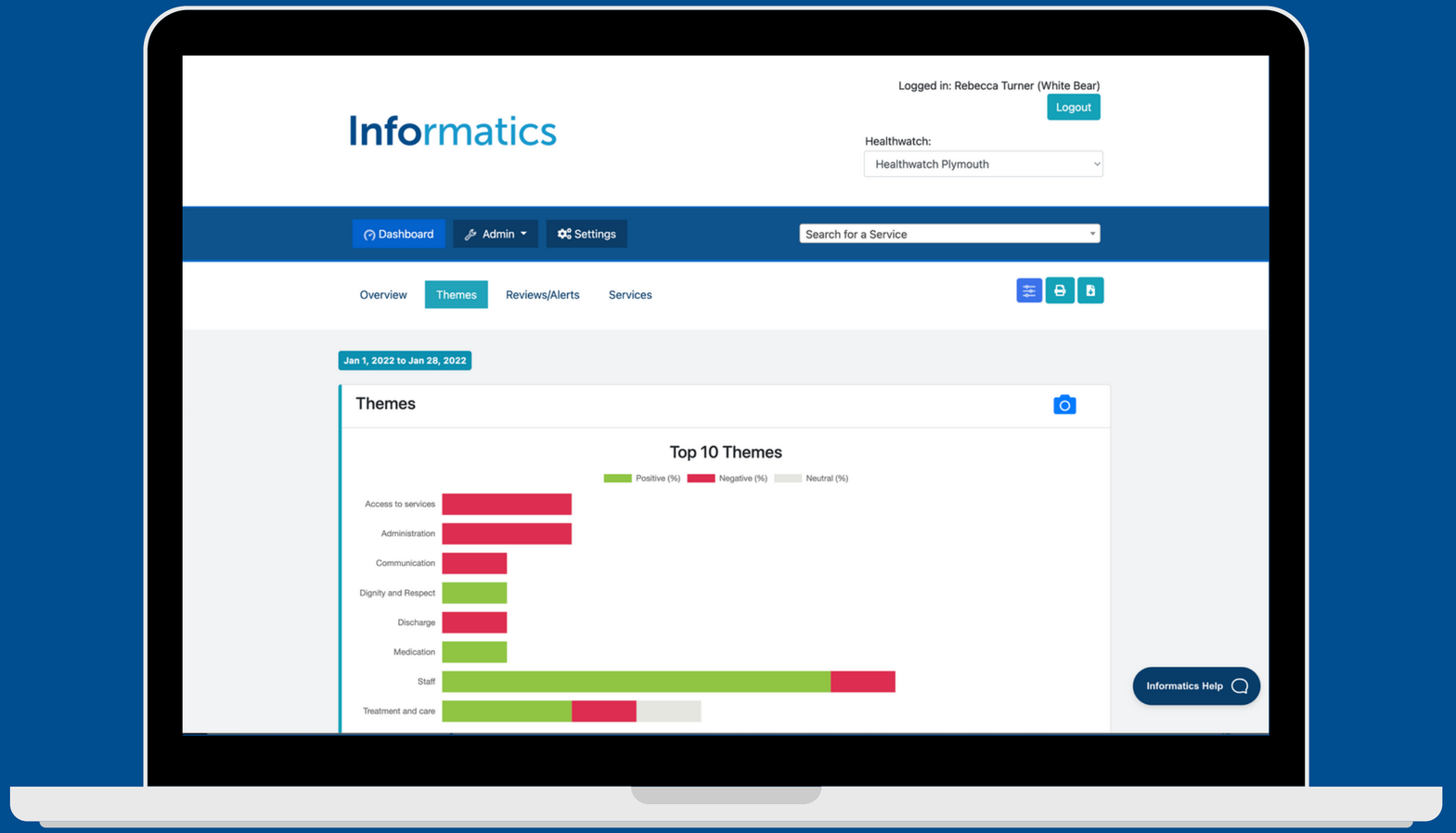
Informatics

Training & User Guide

Informatics

Contents

- Introduction
- Logging in
- The Dashboard
- Creating Groups
- Managing Settings
- Exporting
- Reports
- Support



What is Informatics?

Our Informatics system, offers the intelligence to suit your operational requirements. From Friends and Family Test metrics, though to analysing your qualitative data utilising sentiment analysis. The system enables you to share data securely with stakeholders, in addition to having a clear way of triangulating feedback from multiple sources and interfacing with other systems such as a CRM. Whether understanding patient experience data, staff surveys, tenant insights or the viability of your next product. Informatics helps you to measure satisfaction and understand experiences.

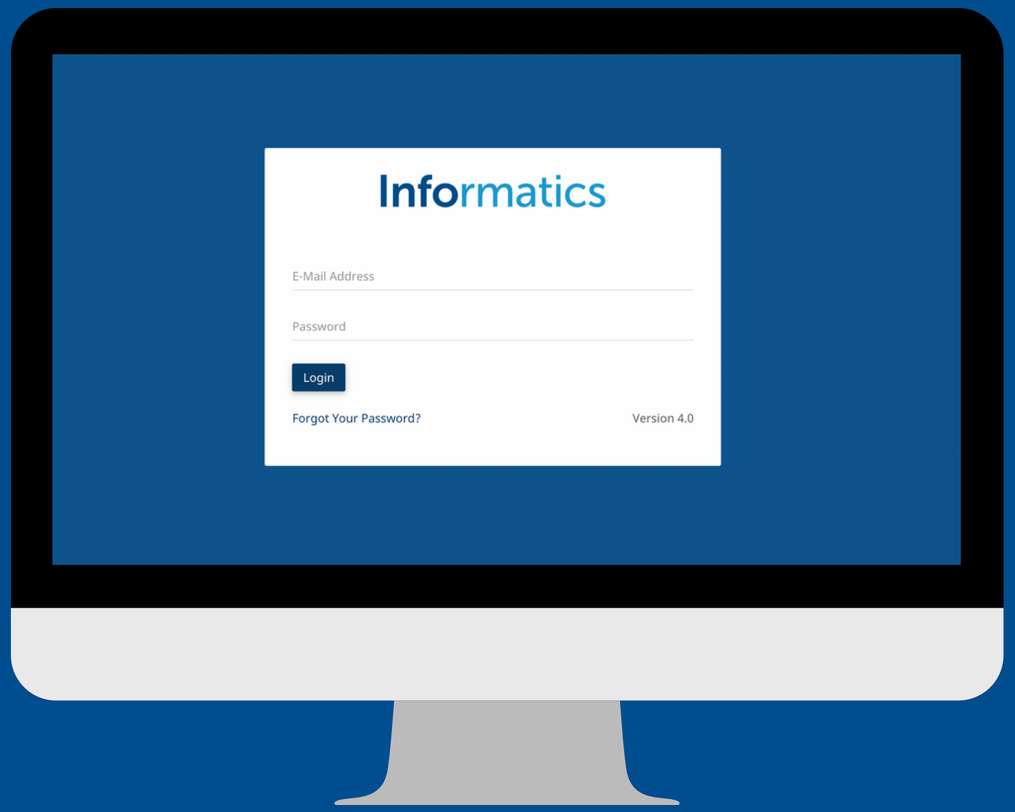
How does it work?

- Each time a piece of Feedback is moderated in the Feedback Centre, it will be directly added to Informatics depending on the status of the feedback.
- Reporting on reviews with either the “Approved” and “Archived” status in Feedback Centre
- All Feedback is run through our sentiment analysis tool.

How does it work?

- Feedback can also be imported using the 'Importer' for Informatics. ALL dta must be anonymised.
- Provides a higher level of searching and filtering to facilitate analysis and reporting
- Services can be grouped together to allow faster reporting.

Accessing Informatics



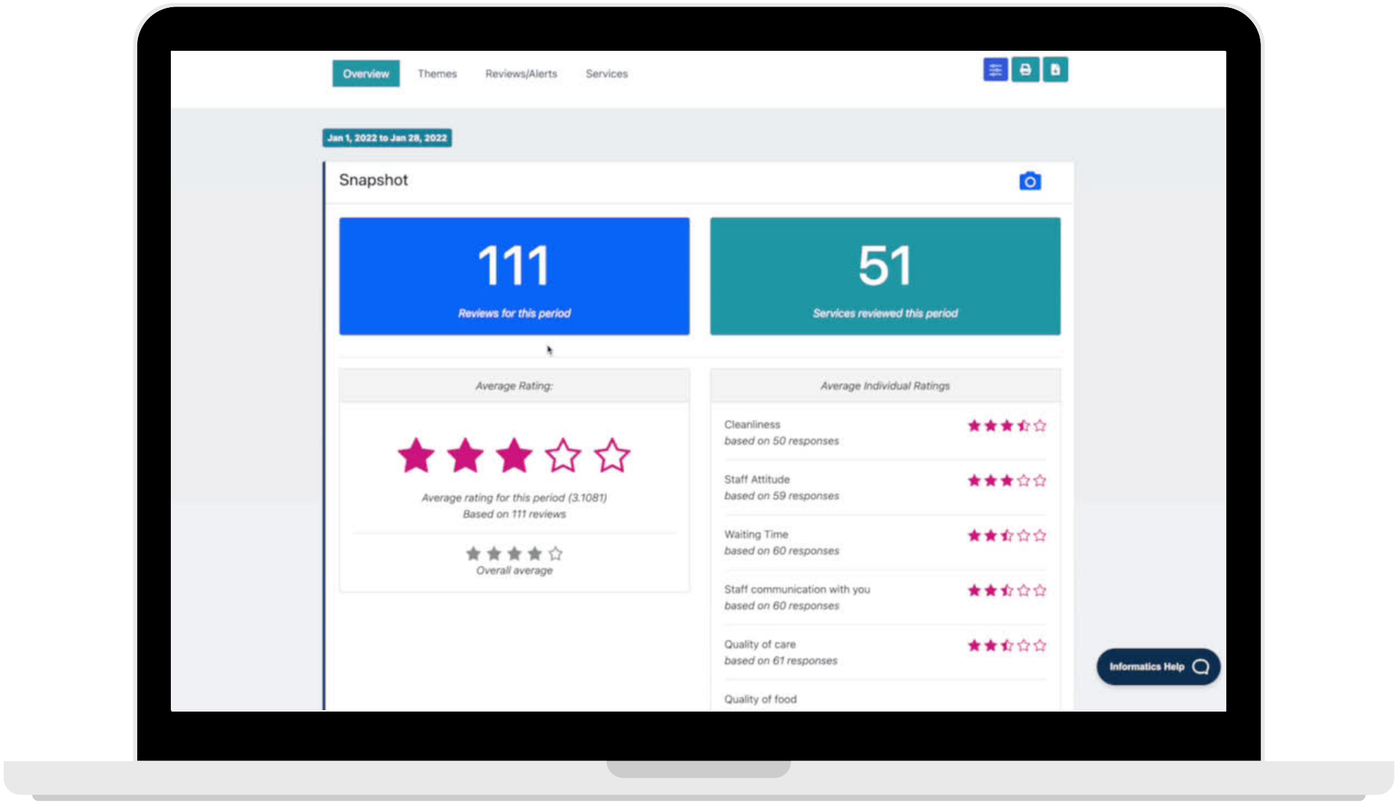
URL: https://beta.hw-informatics.co.uk/

Optimal Browsers: Google Chrome, Firefox

Login details will be distributed. However all logins have been migrated from the old Informatics

The Dashboard

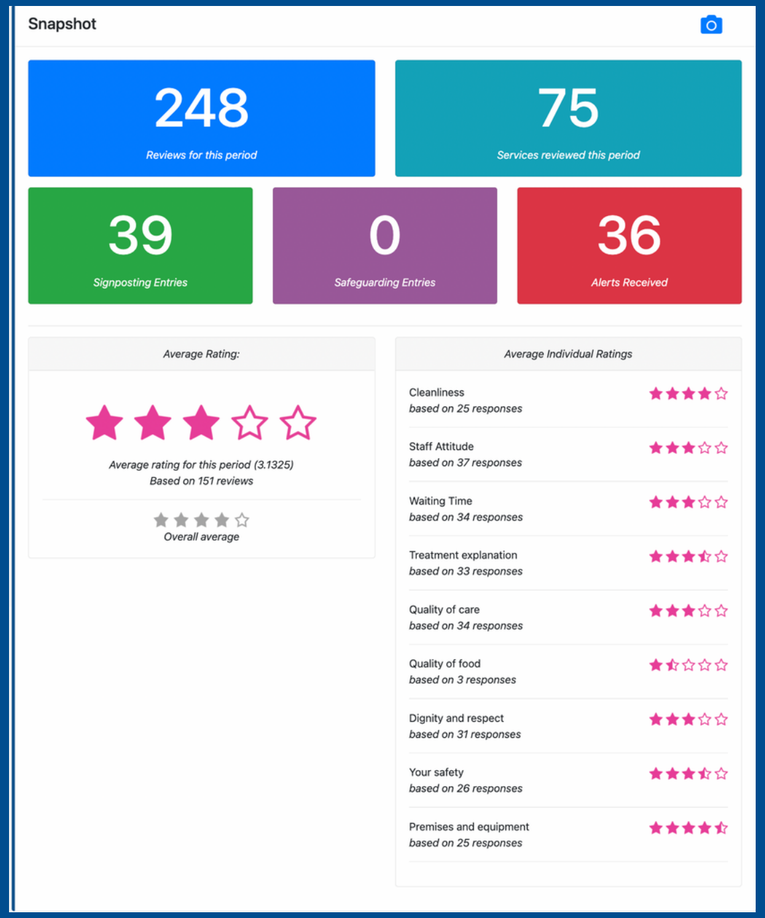
- Overview
- Themes
- Reviews
- Services

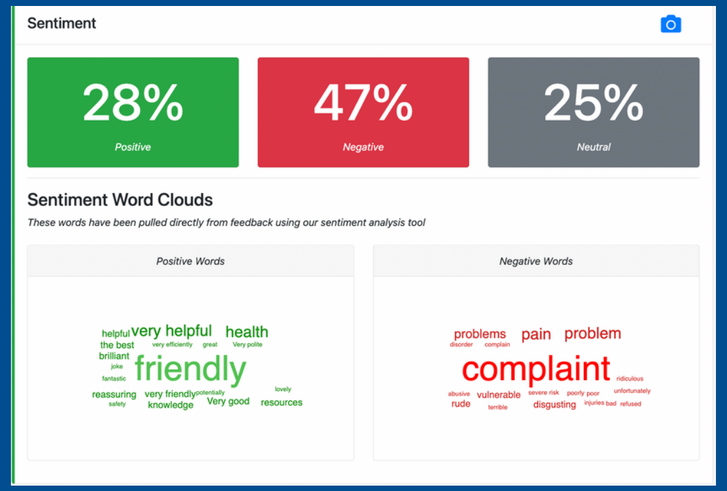


Informatics

Informatics

The Dashboard > Overview





The overview can be broken up into 6 panels:

- Snapshot
- Sentiment
- Categories
- Departments
- Sources
- Friends and Family Test

Name	Total Feedback	Positive	Negative	Neutral	Rating
Community Based	55	50.9%	38.2%	10.9%	
Dentists	14	50.0%	21.4%	28.6%	
Emergency Care	15	46.7%	33.3%	20.0%	
GPs	59	20.3%	55.9%	20.3%	
Hospitals	18	27.8%	61.1%	11.1%	
Other	63	6.3%	42.9%	50.8%	*No rating submitted*
Pharmacies	4	100.0%	0%	0%	
Residential Care	8	0%	100.0%	0%	
Social Care	12	16.7%	58.3%	16.7%	

Informatics

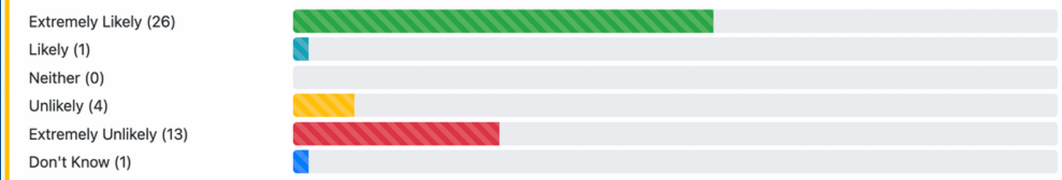
The Dashboard > Overview

Departments

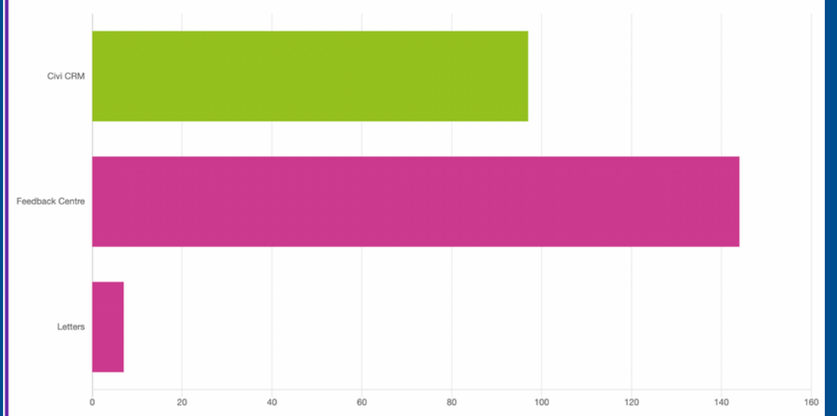
Service	Department	Total Feedback	Positive	Negative	Neutral	Rating
Torbay Hospital	A and e, gyno, respiratory ward, surgery ... i visited several	1	0%	100.0%	0%	★☆☆☆☆
Torbay Hospital	Email	26	7.7%	38.5%	53.8%	*No rating submitted*
Torbay Hospital	Plastic Surgery	1	0%	100.0%	0%	★★☆☆☆
Brunel Medical Practice	Telephone	47	4.3%	66.0%	29.8%	*No rating submitted*
Chelston Hall Surgery	Telephone, Email	3	0%	66.7%	33.3%	*No rating submitted*
Brixham Care Services	Third Party	4	25.0%	25.0%	50.0%	*No rating submitted*
Paignton Health and Wellbeing Centre	unknown	2	50.0%	50.0%	0%	★★★★★
NHS England	Website Feedback	13	0%	61.5%	38.5%	*No rating submitted*
Abdominal Aortic Aneurysm (AAA) Screening	AAA Scan	2	50.0%	0%	50.0%	★★★★★
StopSIM Coalition	Research	2	50.0%	0%	50.0%	*No rating submitted*
Abdominal Aortic Aneurysm (AAA) Screening	AAA screening	8	100.0%	0%	0%	★★★★★
Abdominal Aortic Aneurysm (AAA) Screening	Abdominal Aortic Aneurism (AAA) Screening	4	100.0%	0%	0%	★★★★★
Abdominal Aortic Aneurysm (AAA) Screening	Abdominal Aortic Aneurysm	1	100.0%	0%	0%	★★★★★

Friends and Family Test

How likely are you to recommend this organisation to friends and family if they needed similar care or treatment?



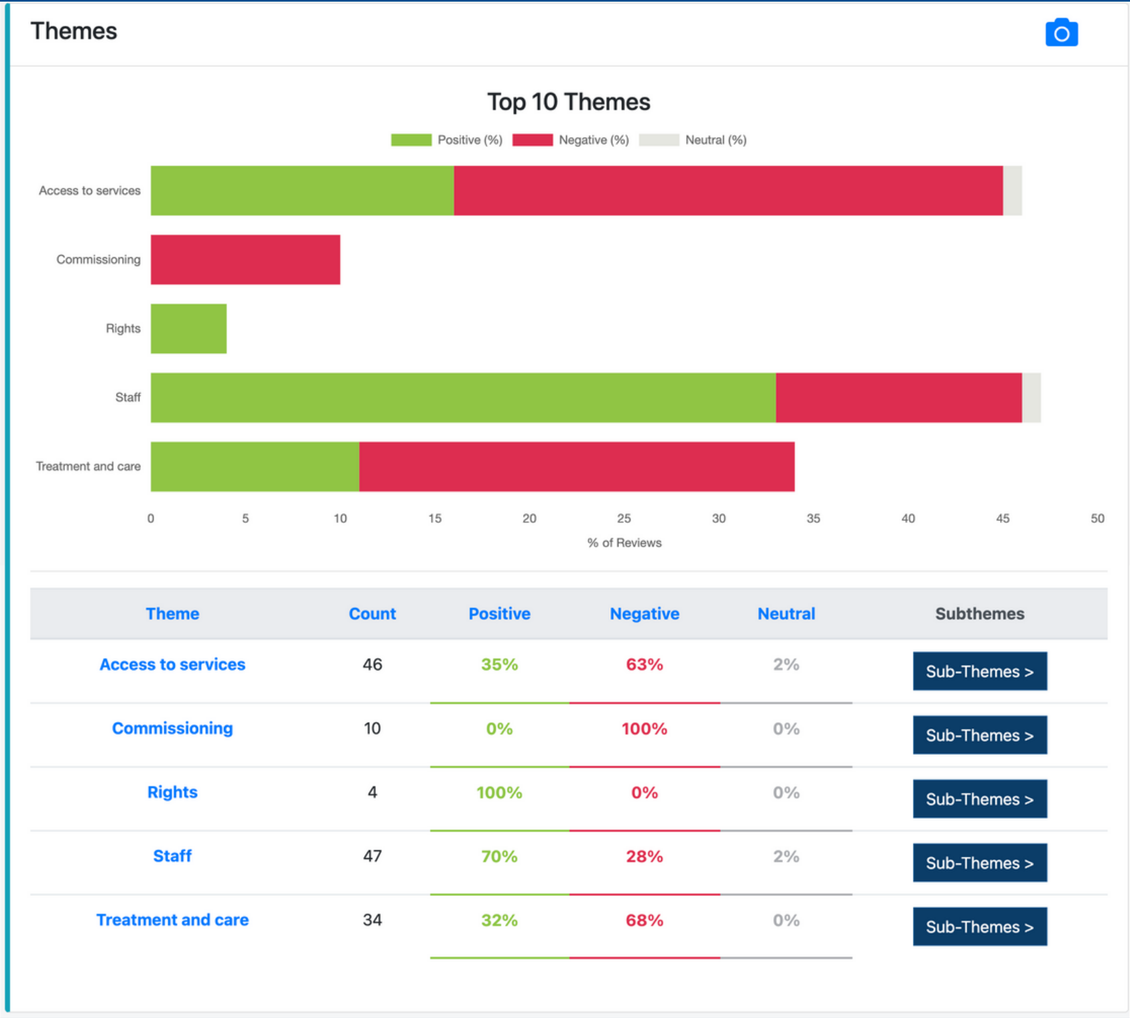
Sources



Name	Total Feedback	Positive	Negative	Neutral	Rating
Civi CRM	97	8.2%	53.6%	38.1%	*No rating submitted*
Feedback Centre	144	38.2%	43.8%	16.0%	★★★☆☆
Letters	7	85.7%	0%	14.3%	★★★★★

Informatics

The Dashboard > Themes



Theme	Count	Positive	Negative	Neutral	Subthemes
Access to services	46	35%	63%	2%	Sub-Themes >
Commissioning	10	0%	100%	0%	Sub-Themes >
Rights	4	100%	0%	0%	Sub-Themes >
Staff	47	70%	28%	2%	Sub-Themes >
Treatment and care	34	32%	68%	0%	Sub-Themes >

Themes are manually tagged, either in the Feedback Centre or through the importer.

You can filter by theme or sub theme on this panel.

Informatics

The Dashboard > Reviews & Alerts

Alerts

Search for a keyword

Informatics ID	Service	Date	Department	Rating	Review
156705	The Bay Care Group	07-04-2021		*No rating submitted*	Elderly mother was injured during a domiciliary care...
156713	NHS 119	08-04-2021		*No rating submitted*	Client's father had second vaccination appt booked...
156728	Chelston Hall Surgery	14-04-2021		*No rating submitted*	I am writing to you on behalf of your patient, N.T. Mr....
156730	NHS Devon Clinical Commissioning Group	14-04-2021		*No rating submitted*	Client needs help appealing a CHC decision as unsure...
156731	Torbay Hospital	14-04-2021		*No rating submitted*	Client contacted us as concerned about the Admissions...
156740	Three Corners	15-04-2021		*No rating submitted*	Issues surrounding care for client's husband in care...
156756	Pembroke House Surgery - Paignton	21-04-2021		*No rating submitted*	83 yr old mother with dementia who is anaemic has...
156780	Chelston Hall Surgery	22-04-2021		*No rating submitted*	Several issues with mums treatment leading up to her...
156811	Nuffield Hospital	10-05-2021		*No rating submitted*	I attended the Nuffield Health Hospital, Taunton Hospital,...
156823	Devon Partnership NHS Trust	17-05-2021		*No rating submitted*	Had a mental health assessment. Assessor sent letter...
156840	Paignton Community Hospital	24-05-2021		*No rating submitted*	Receptionist and podiatrist rude and verbally abusive...
156860	Renaissance Residential Home	28-05-2021		*No rating submitted*	Her 37 year old son with learning disabilities was...

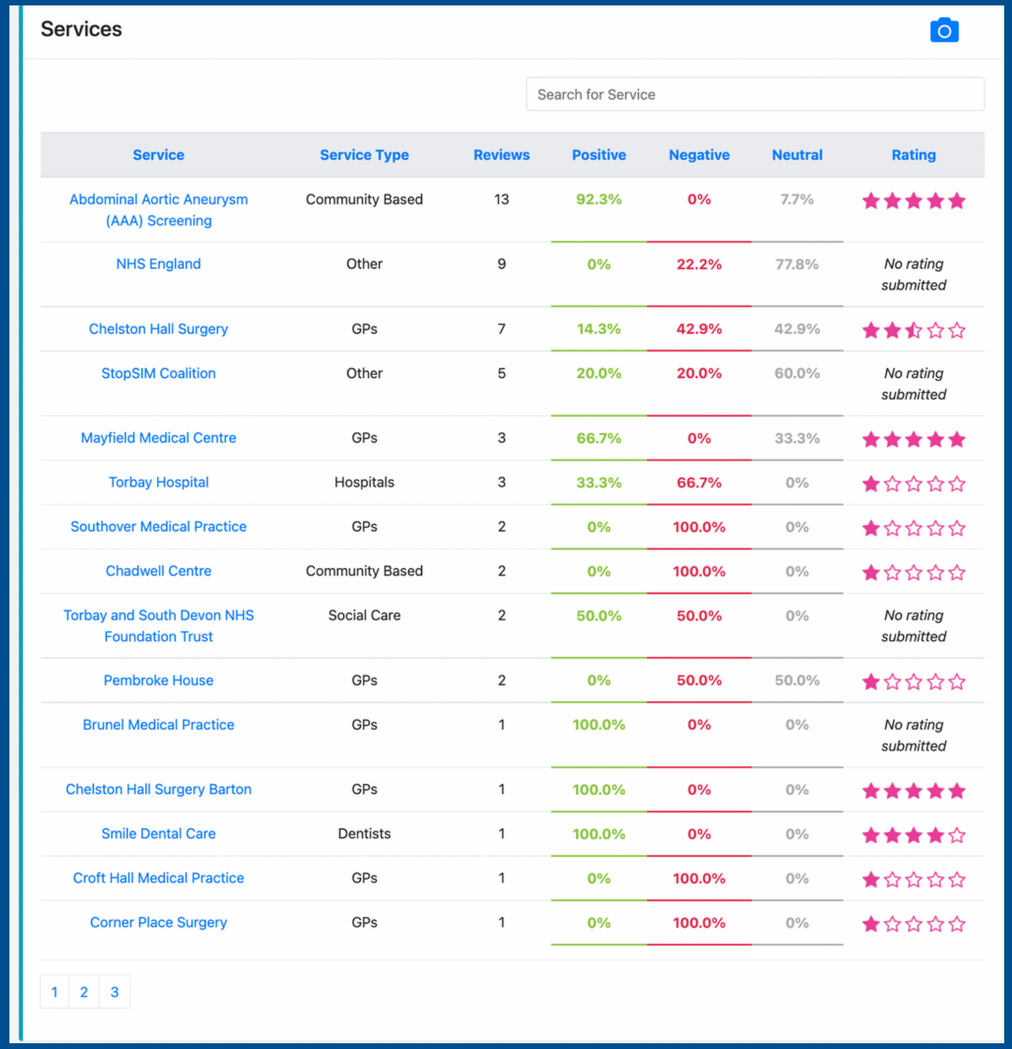
Feedback

Search for a keyword

Informatics ID	Service	Date	Department	Rating	Review
144246	Abdominal Aortic Aneurysm (AAA) Screening	10-04-2021	AAA Scan		As above
144247	Chelston Hall Surgery Barton	13-04-2021	department		Frustrated by the NHS website telling me - again -...
144248	Abdominal Aortic Aneurysm (AAA) Screening	13-04-2021	AAA screening		Whole process from initial letter right to the end...
144249	Abdominal Aortic Aneurysm (AAA) Screening	13-04-2021	AAA screening		I was received with a warm welcome and the procedure...
144250	Abdominal Aortic Aneurysm (AAA) Screening	13-04-2021	AAA screening		Very good, explained clearly what was going to be carried...
144251	Abdominal Aortic Aneurysm (AAA) Screening	13-04-2021	AAA screening		Altogether a good experience - all good

Informatics

The Dashboard > Services



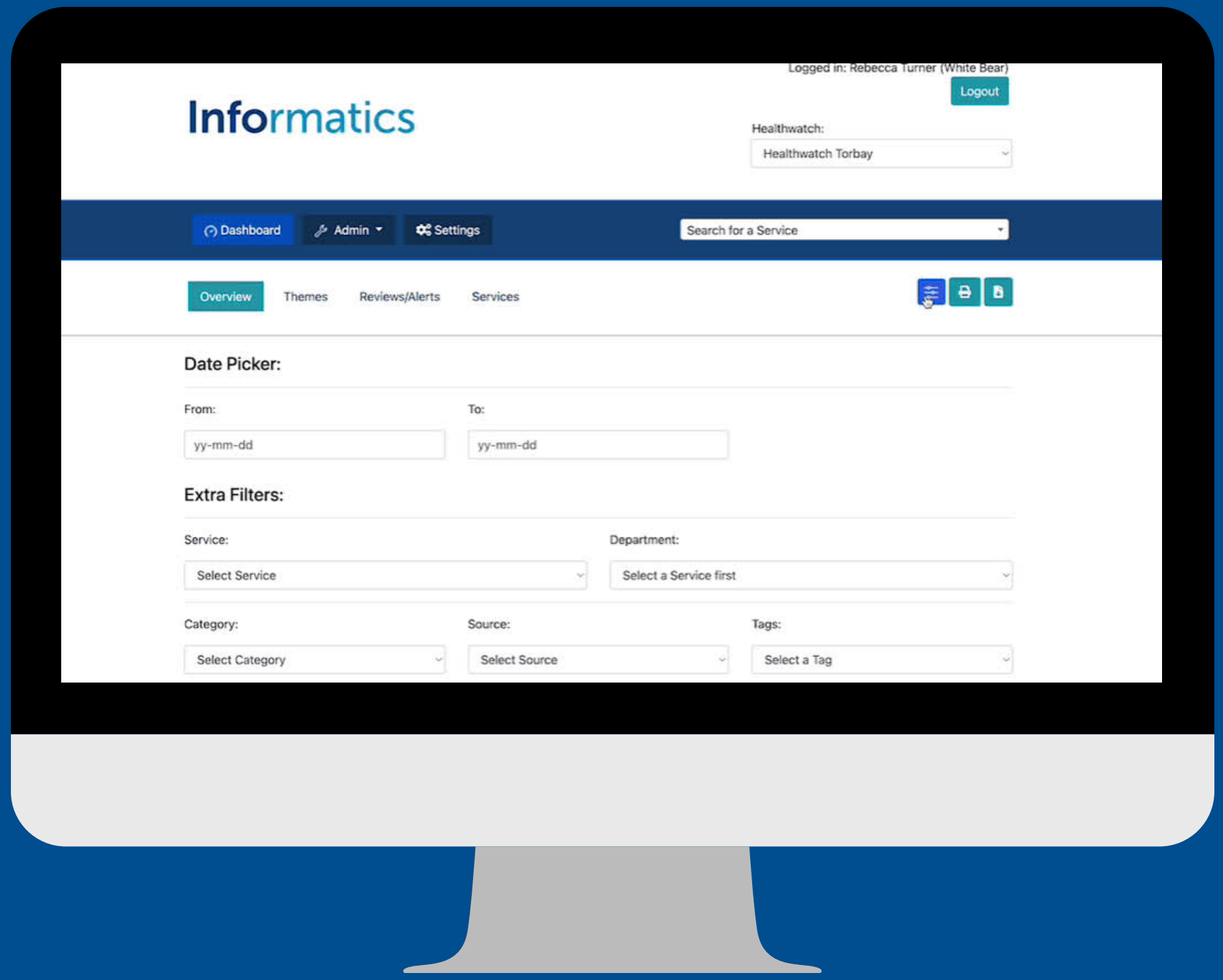
Services

Search for Service

Service	Service Type	Reviews	Positive	Negative	Neutral	Rating
Abdominal Aortic Aneurysm (AAA) Screening	Community Based	13	92.3%	0%	7.7%	★★★★★
NHS England	Other	9	0%	22.2%	77.8%	*No rating submitted*
Chelston Hall Surgery	GPs	7	14.3%	42.9%	42.9%	★★½☆☆
StopSIM Coalition	Other	5	20.0%	20.0%	60.0%	*No rating submitted*
Mayfield Medical Centre	GPs	3	66.7%	0%	33.3%	★★★★★
Torbay Hospital	Hospitals	3	33.3%	66.7%	0%	★☆☆☆☆
Southover Medical Practice	GPs	2	0%	100.0%	0%	★☆☆☆☆
Chadwell Centre	Community Based	2	0%	100.0%	0%	★☆☆☆☆
Torbay and South Devon NHS Foundation Trust	Social Care	2	50.0%	50.0%	0%	*No rating submitted*
Pembroke House	GPs	2	0%	50.0%	50.0%	★☆☆☆☆
Brunel Medical Practice	GPs	1	100.0%	0%	0%	*No rating submitted*
Chelston Hall Surgery Barton	GPs	1	100.0%	0%	0%	★★★★★
Smile Dental Care	Dentists	1	100.0%	0%	0%	★★★★☆
Croft Hall Medical Practice	GPs	1	0%	100.0%	0%	★☆☆☆☆
Corner Place Surgery	GPs	1	0%	100.0%	0%	★☆☆☆☆

1 2 3

The Dashboard > Filtering

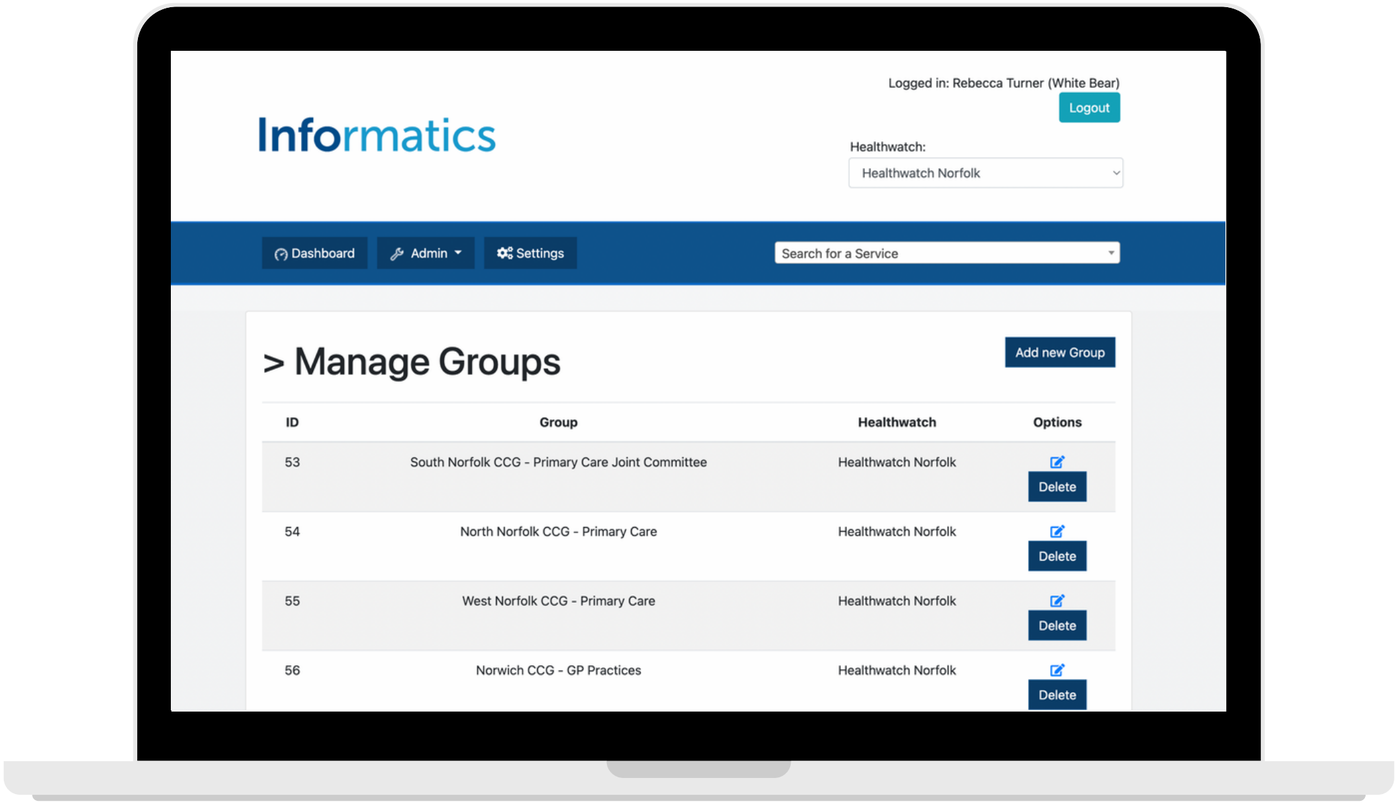


You can currently filter the dashboard by the following:

- Dates
- Service
- Department
- Source
- Category
- Tags

Service Groups

- Creating Groups
- Filtering with Groups



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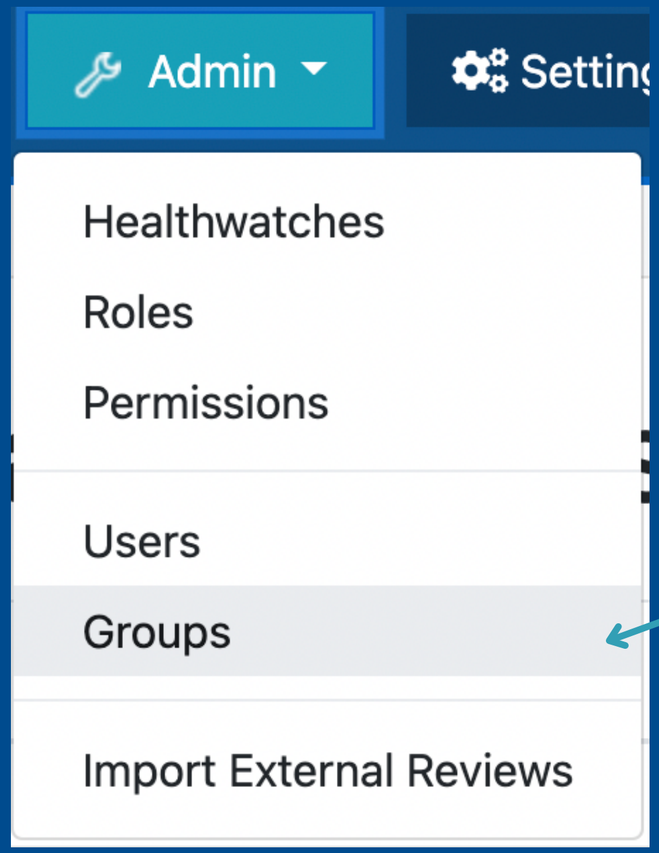
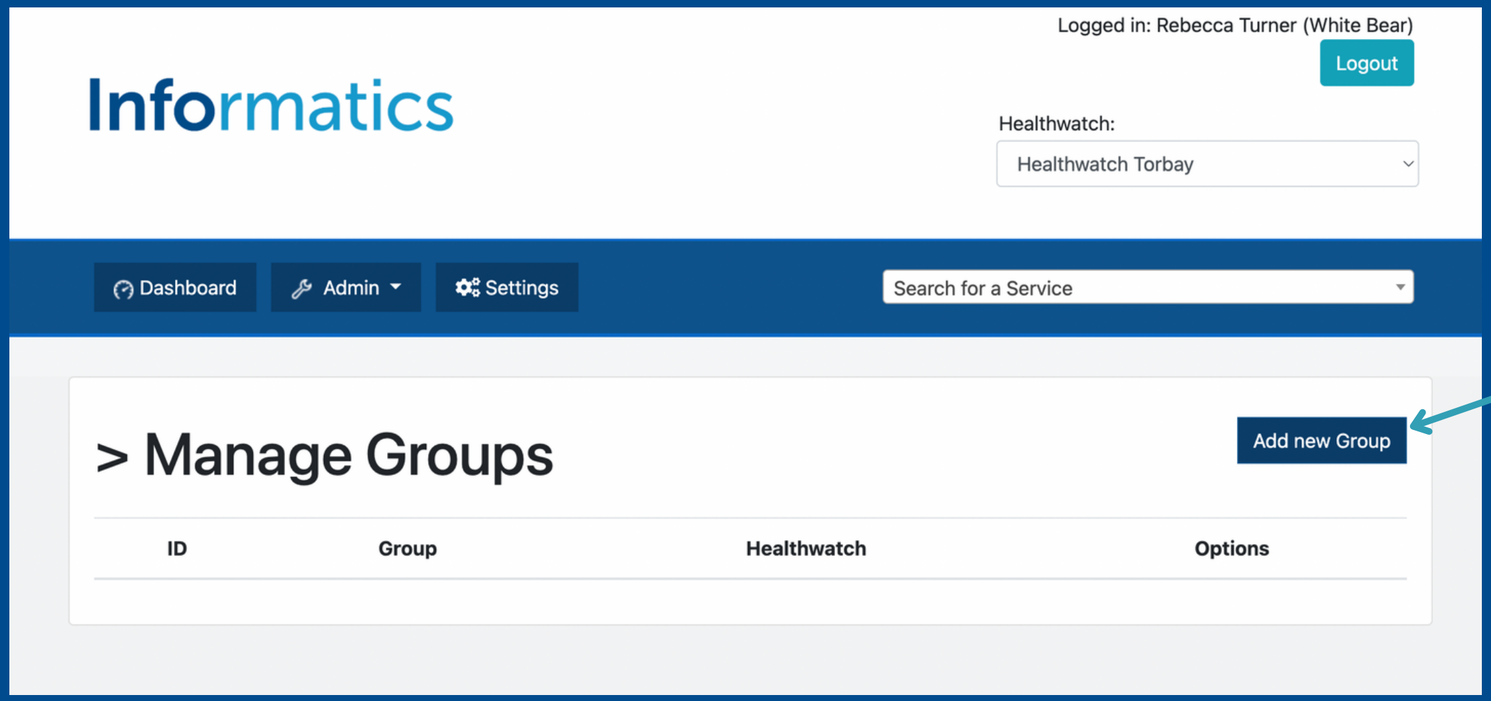
Informatics

Service Groups > Create



To access the Group Management area, click 'Admin' then head down to 'Groups'

Service Groups > Create



Click 'Add New Group'

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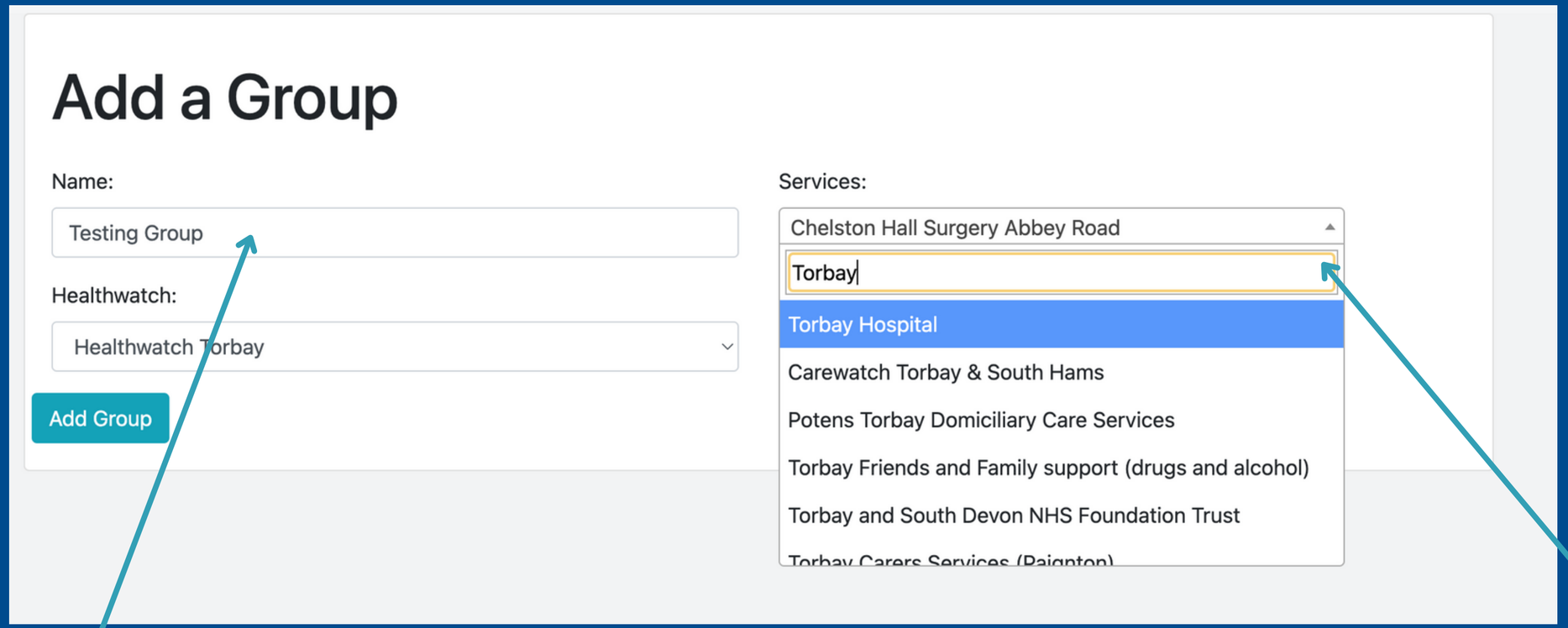
Service Groups > Create



Add a group name

Search Services and click the ones you want to add to the group

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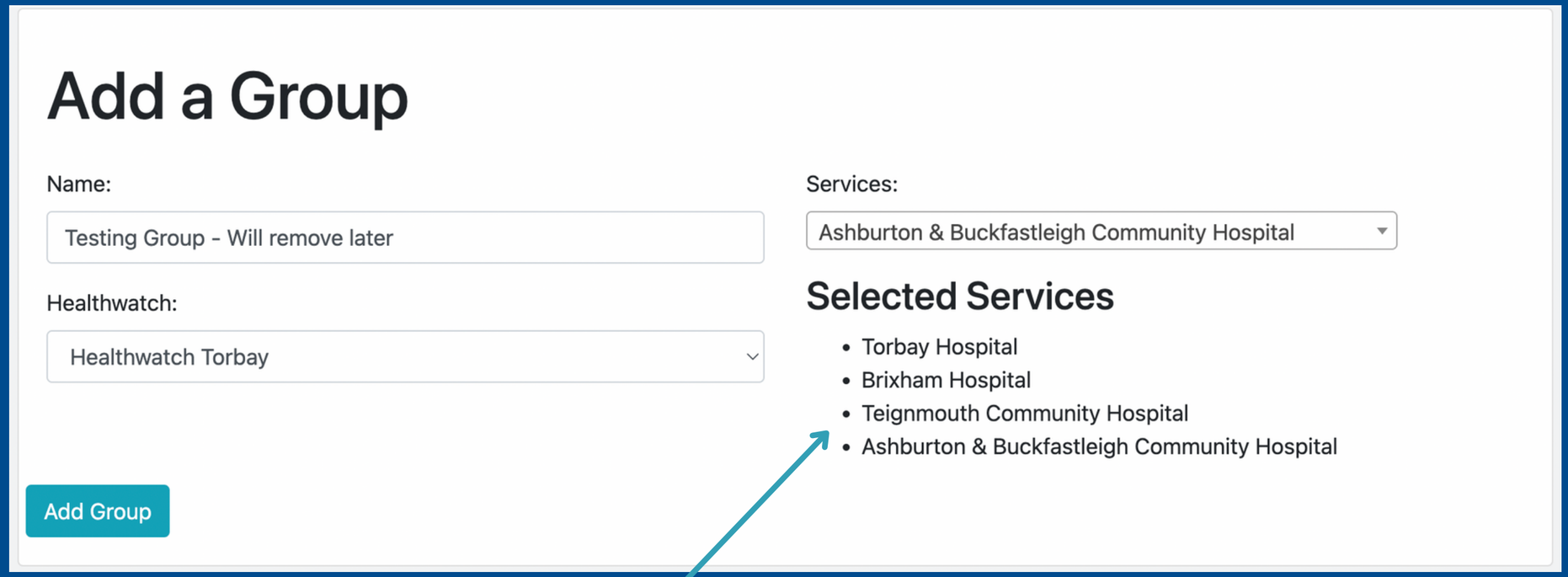
Service Groups > Create



All services that have been selected will appear here. Once ready, click 'Add Group'

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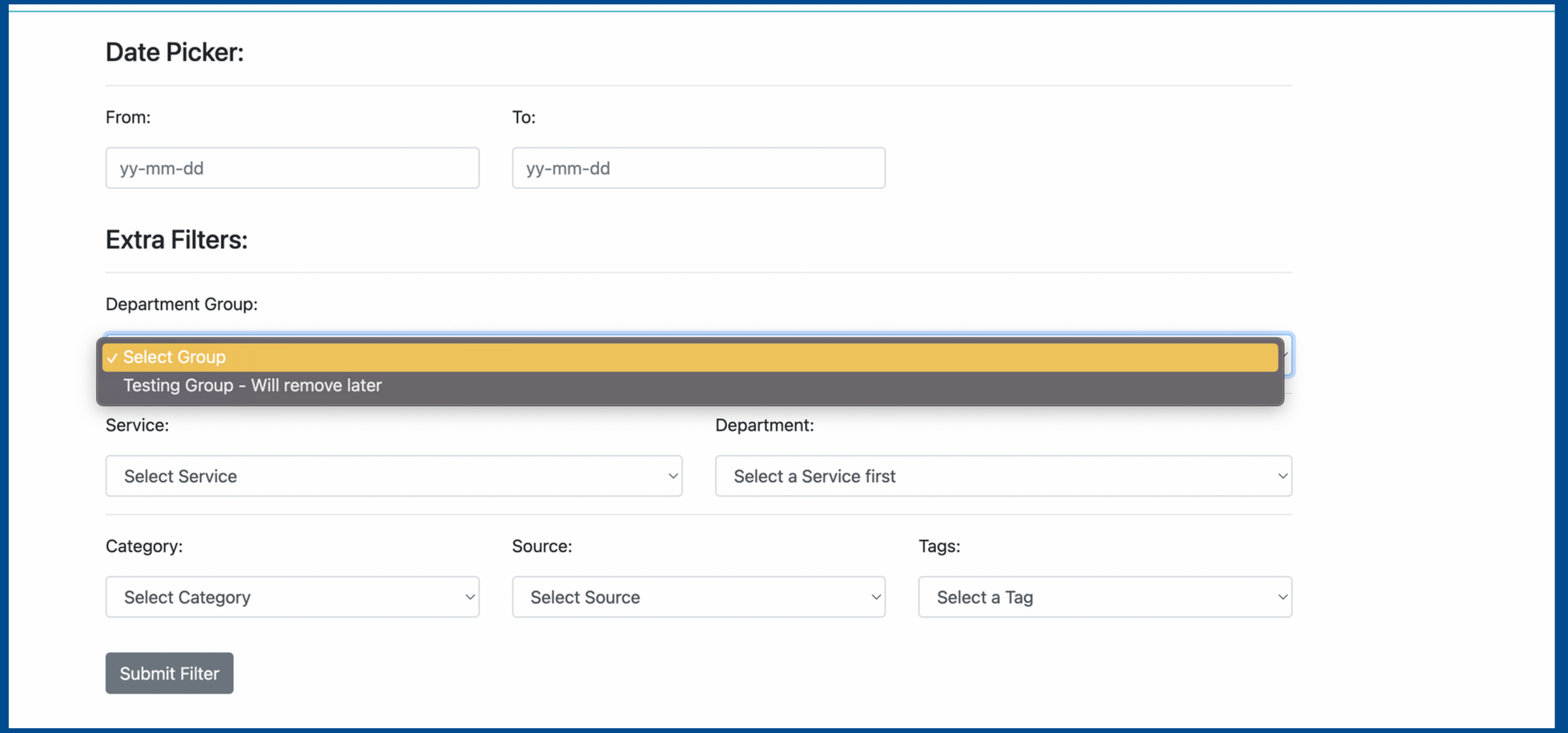
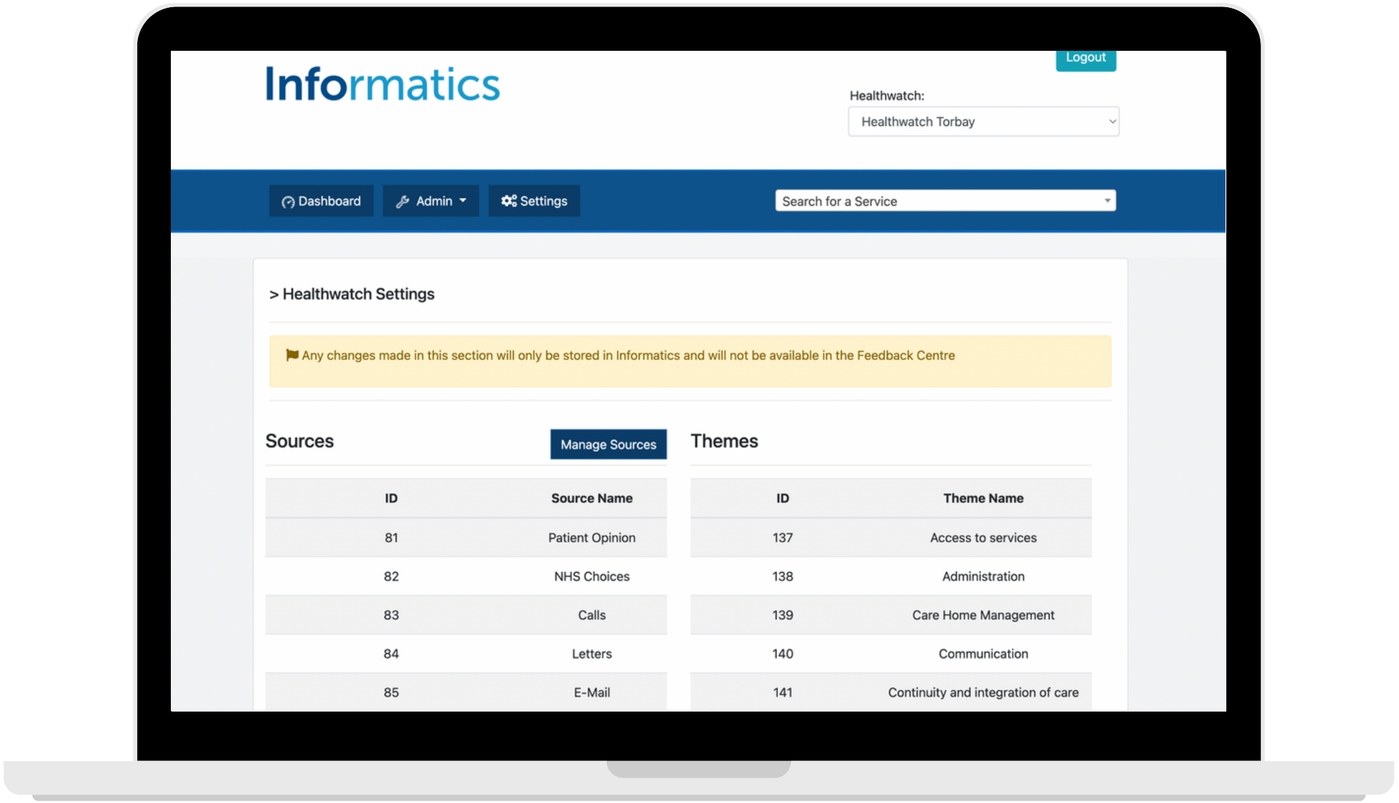
Service Groups > Create



Managing Settings

- Editing Services
- Editing Sources
- Add Tags
- Add Reviews



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Live Demo

Reports

- Creating Reports
- Downloading Reports

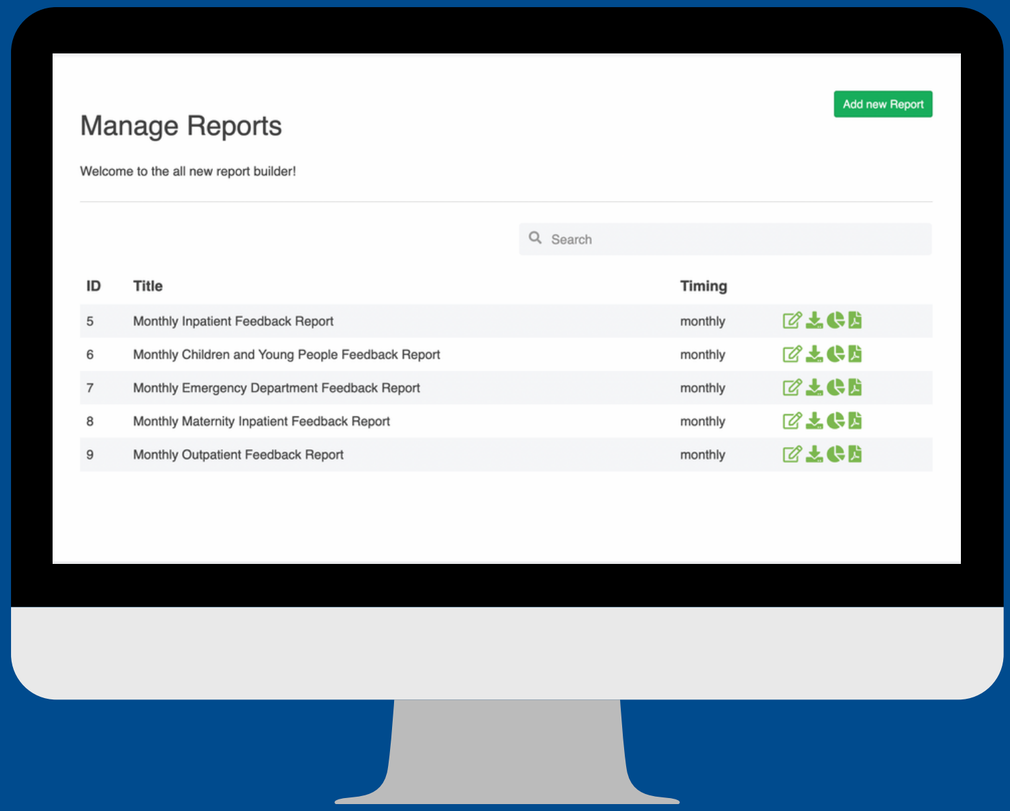
Informatics

Informatics

Reports > Creating

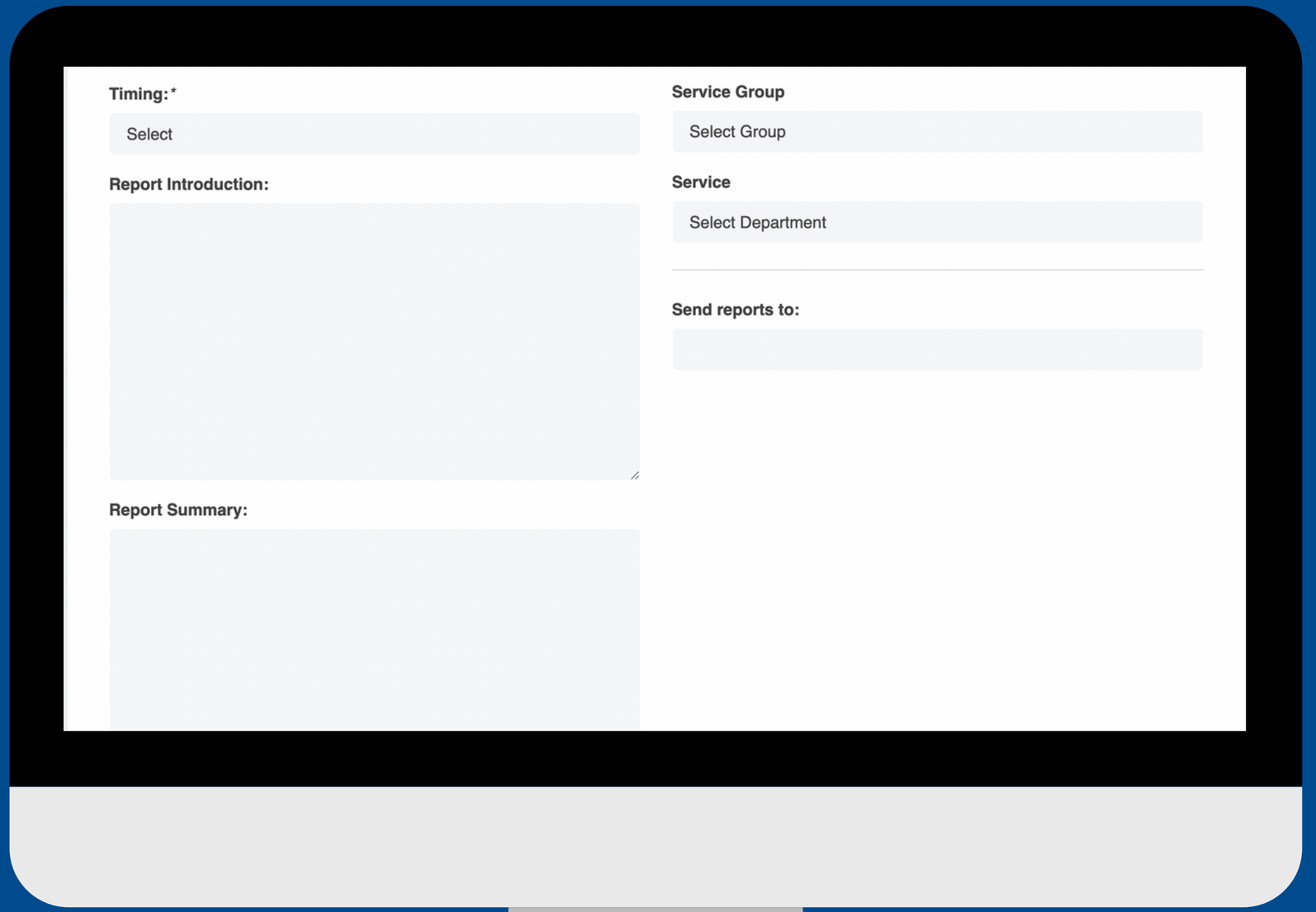
A brand new section in Informatics where you can set up reports to run either:

- Daily
- Weekly
- Monthly
- Quarterly
- Yearly



Informatics

Reports > Creating



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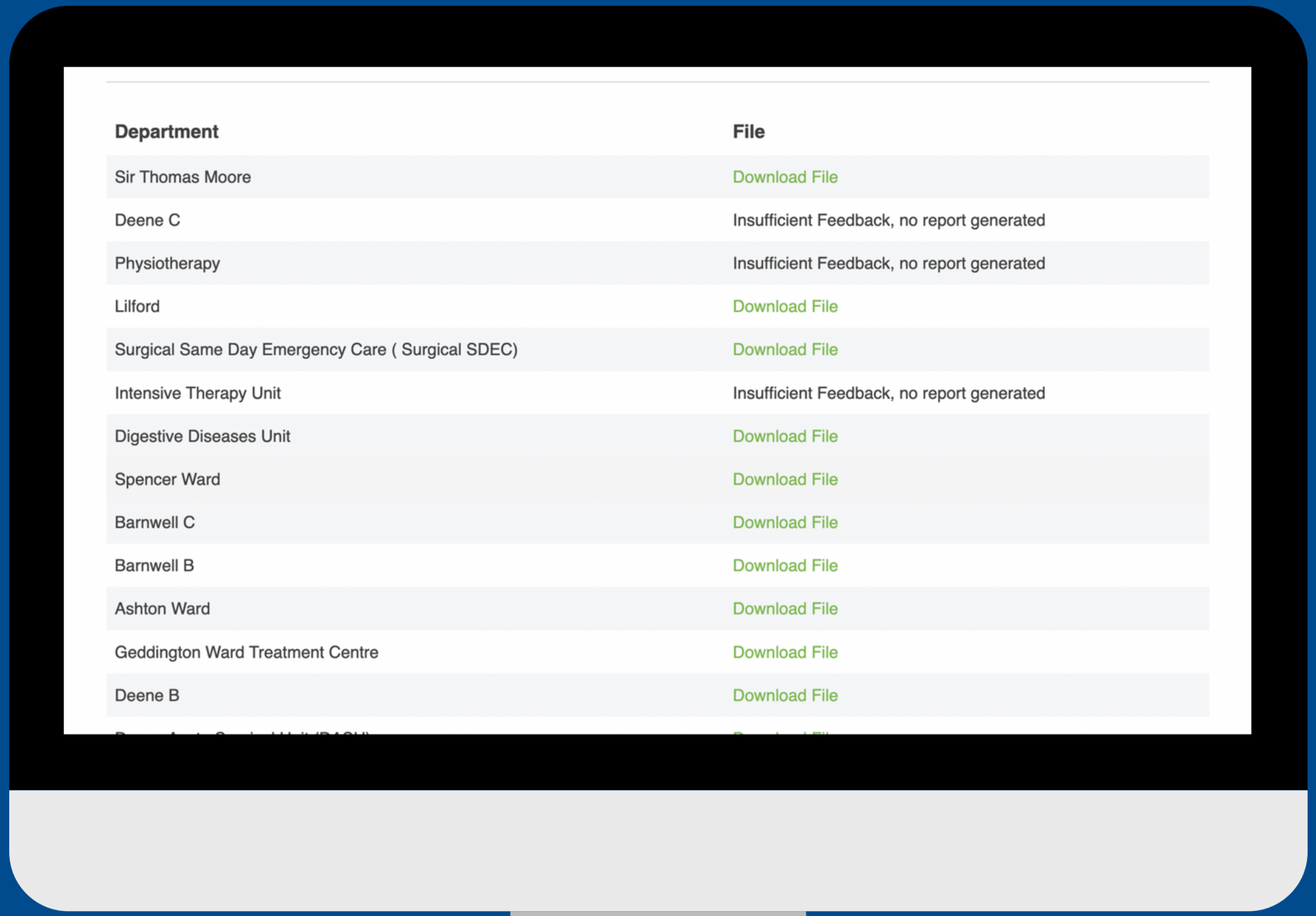
Reports > Downloading



Department	File
Sir Thomas Moore	Download File
Deene C	Insufficient Feedback, no report generated
Physiotherapy	Insufficient Feedback, no report generated
Lilford	Download File
Surgical Same Day Emergency Care (Surgical SDEC)	Download File
Intensive Therapy Unit	Insufficient Feedback, no report generated
Digestive Diseases Unit	Download File
Spencer Ward	Download File
Barnwell C	Download File
Barnwell B	Download File
Ashton Ward	Download File
Geddington Ward Treatment Centre	Download File
Deene B	Download File