

Civica Experience

Giving people a voice to improve patient and staff engagement

Civica Experience, our leading cloud software for measuring patient and staff feedback is helping hospitals around the world ensure that feedback is analysed and addressed to improve patient and staff outcomes.

Civica Experience enables you to understand real-time patient feedback, to prioritise risk areas and drive service improvement as well as highlighting positive comments.

It helps you to collect real-time feedback about frustrations or even positive experiences to monitor the work-related mood in your organisation. Local leaders can respond to and share comments, celebrate successes, and facilitate solutions to problems, promoting positive team working and local ownership of improvements.

Our automated free-text analysis engine makes sense of feedback, comments, stories, reviews, complaints, emails and notes. Insights are automatically generated across 32 patient themes (children), including non-clinical.



Icons used for children themes

Turn data into actionable insights

Our unique text analysis engine helps senior managers to understand qualitative feedback. Civica Experience generates actionable insights about leadership and management, employee experiences, systems and processes, communication and information, service and product delivery. Helping to create an environment where your people thrive and improvements across your organisation are supported.



Actionable insights through powerful text analysis



Captures real-time feedback from staff and patients



Reduce employee turnover and sickness absenteeism.

“During the first month of our trial we had a big win. Through identifying upcoming appointments for women who had already given birth, we were able to reschedule 67 appointments for women on our waiting list.”

Julianne Harvey,
Innovation and Project Lead
Western Sydney Local Health District

1.3m

comments analysed using automatic text analytics tool

1.4m

Patients test responses collected

over 15 years

experience working with healthcare organisations in the APAC and in the UK

Why choose Civica Experience?

- Improve organisation culture, staff wellbeing and patient engagement
- Give your employees a voice and support local leadership
- Reduce staff turnover and sickness absenteeism
- Drive improvement with actionable insights from powerful emotion, thematic and sentiment analytics
- Gain a complete view of staff and patient experience from front-line to board level
- Achieve tangible cost and time savings through improved workforce productivity and retention.
- Improve capture of patient and staff feedback
- Generate meaningful real-time analysis, insights and reports tailored to individual users
- Prioritise risk areas and drive service improvement
- Reduce time and cost of data collection and analysis
- 32 survey themes to secure increase patient and staff response

Key Features

- **Action manager**
Assign actions to your colleagues and track progress over time
- **Flexible real-time reports**
Detailed analysis at both ward and board levels. Trend analysis and benchmarking is easy and intuitive
- **Push reporting**
Schedule automatic delivery of customised reports to frontline staff
- **Multi-channel data collection**
Collect feedback via methods best suited to your patients and your organisation whether it be online surveys, text, phone, tablets, or paper
- **iOS app**
Allows offline data collection so you can keep collecting staff patient feedback even when there is no internet connection
- **QR Codes**
Easy access for people to leave their feedback.
- **Unlimited user accounts**
With role-based access so users only see data relevant to their role
- **Easy and accessible user interface**
Designed for patient experience professionals. Working with healthcare organisations in APAC and the UK

Get in touch

Giving people a voice to improve patient and staff engagement with Civica's **Experience**

For a demonstration, **contact us today.**