

# FAQ FOR NEW PATIENT EXPERIENCE FEEDBACK SYSTEM- CIVICA

Further questions/queries please Email [ELFT.QA@NHS.NET](mailto:ELFT.QA@NHS.NET)

## HOW DO I GET ACCESS TO CIVICA?

If you would like an account for Civica please contact your local quality/governance lead who has permission to do this. Alternatively, you can contact the QA team too.

## WHERE CAN I GET TRAINING?

We have the following sessions available:

Wednesday 10th January 2-3pm  
Wednesday 18th January 3-4pm  
Wednesday 7th Feb 10am-11am  
Wednesday 27th Feb 11am-12pm

We are creating bitesize "How to" videos of the new system. These will be shared in due course. Please also keep an eye out on the Trust Intranet page for resources

## WHAT CAN I DO ON CIVICA?

- You will be able to view all data collected via a dashboard which will give you options to view various data
- You can create feedback reports and schedule alerts for these
- you will also be able to upload/enter data

## WHAT ARE THE METHODS OF FEEDBACK COLLECTION?

- All teams have a personalised QR Code
- All teams have a URL Web link
- If you have a Trust registered tablet device you will have access to the app
- We are also able to set up SMS Text Messaging on request

## CAN WE USE PAPER SURVEYS?

We understand that some services will require the use of paper and this is available on Civica. There will be an option to download a paper copy, you will need to ensure there is a mechanism for all surveys to be uploaded after completion if you foresee using this option often.

## CAN WE CREATE YOU SAID WE DID POSTERS?

Yes you can. This is a great feature with poster templates ready to use for teams. All you need to do is login and create your own "feedback poster" report. This will be covered in training and our guide.

## WHAT'S THE DIFFERENCE BETWEEN CIVICA AND CARE OPINION

Civica is the platform that stores our PREM survey data.

Care Opinion is our public platform to view and respond to stories left by service users and carers

## CAN I SET MY TEAM UP WITH A DIFFERENT SURVEY?

If you would like to make changes to the Trust PREM Survey please contact your local quality/governance lead or the QA team.