

# Civica FAQs

## What is Civica?

Civica is the platform that stores our PREM survey data.

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

## 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 with your name, position and team.

## 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

## How do I get my team's QR code and URL?

Please contact the QA team to receive your team's personalised QR code and URL. Teams are encouraged to display their QR code as a poster for service users. There is a template available via request.



## What about text messaging?

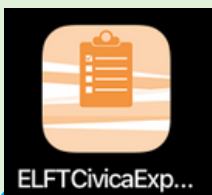
Service users can share their feedback via SMS. Set up this function by emailing QA. This feature will come at the cost of directorates:

- Texts are sent 48 hrs post discharge/transfer for inpatient services and 48hrs post appointment/contact for all others
- There is a mechanism in place to avoid repeated SMS within 30 days
- Each full SMS will cost the service £0.056
- Service users will have the option to opt out when they receive the text, and if they do wish to opt out, they will not receive any further messages
- Services can opt out of using SMS at any point if they don't feel it is working for them by emailing QA team

QA team will email directorates quarterly with a breakdown of SMS costs.

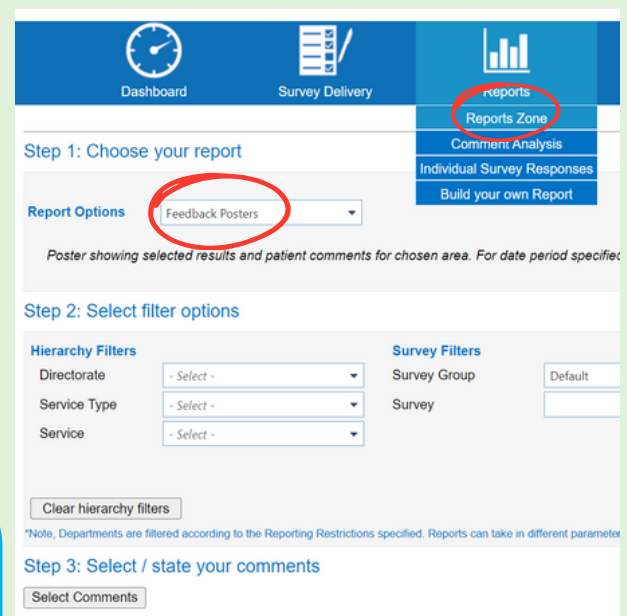
## Can I create feedback posters?

Civica has poster templates ready to use for teams.



## How do I set up my Trust iPad?

To activate the app with the correct survey for your service, open it and enter the following password: *Experience123*  
Send the QA team the following information: Device ID, your team name and directorate.



The screenshot shows the Civica web interface. At the top, there are navigation tabs: Dashboard, Survey Delivery, and reports. The 'reports' tab is selected and circled in red. Below it, a 'Reports Zone' menu is visible with options: Comment Analysis, Individual Survey Responses, and Build your own Report. The main content area is titled 'Step 1: Choose your report' and features a 'Report Options' dropdown menu with 'Feedback Posters' selected and circled in red. Below this, there is a note: 'Poster showing selected results and patient comments for chosen area. For date period specified...'. The next section is 'Step 2: Select filter options', which includes 'Hierarchy Filters' (Directorate, Service Type, Service) and 'Survey Filters' (Survey Group, Survey). A 'Clear hierarchy filters' button is located below the hierarchy filters. At the bottom, there is a note: '\*Note, Departments are filtered according to the Reporting Restrictions specified. Reports can take in different parameters'. The final section is 'Step 3: Select / state your comments' with a 'Select Comments' button.

If you require support on using Civica for patient experience feedback, please email [elft.qa@nhs.net](mailto:elft.qa@nhs.net). Further information can also be found on the [QA intranet page](#)