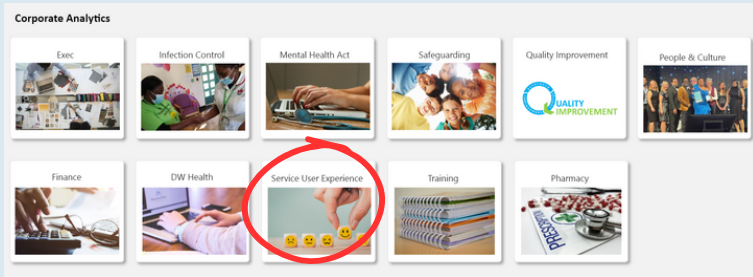


PowerBI for Patient Experience Feedback

PowerBI is a data visualisation platform that pulls data from Civica to allow teams to visualise, analyse and export data.



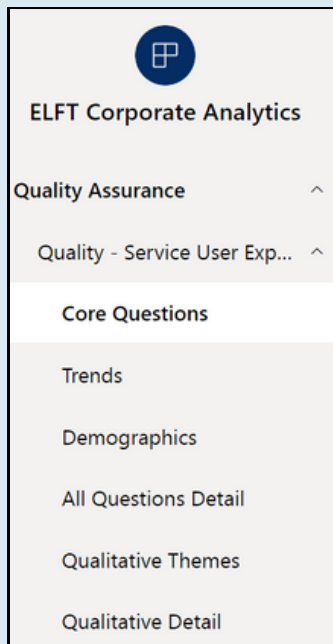
Once logged in to the ELFT Data and Analytics Service [homepage](#), scroll down to find Service User Experience

NAVIGATING BETWEEN SERVICE USER EXPERIENCE PAGES

Core Questions sorts the data by each question in the PREM survey

Demographics page shows demographic data from service users that gave feedback

Qualitative Themes shows results from Natural Language Analysis such as number of positive and negative responses for qualitative questions



The navigation menu is found on the left hand side of the page. This allows for different manipulation of the data

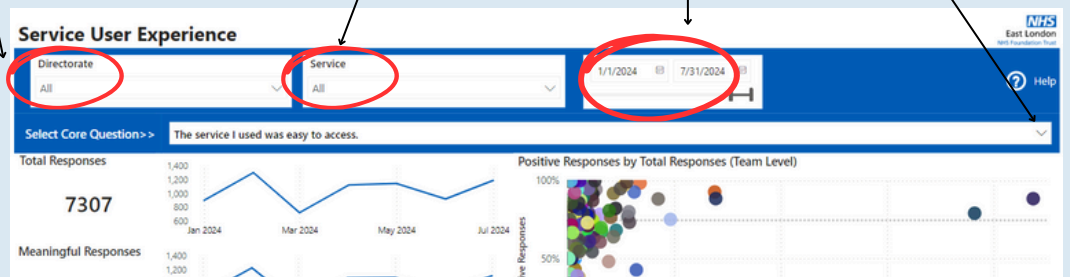
Trends page shows run charts for each PREM survey question across a period of time

All Questions Detail page shows responses for each PREM survey question

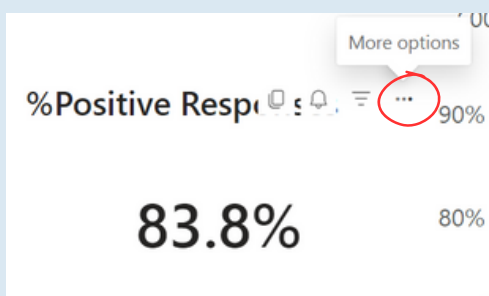
Qualitative Detail shows responses for each qualitative question

NAVIGATING YOUR TEAM'S RESULTS

Filter by directorate Filter by team Filter by date Filter by PREM survey question



In-depth look at the Core Questions page.



To export data, hover over the desired data, click on the ellipsis and select Export Data

If you require support on using powerBI for patient experience feedback, please email elft.qa@nhs.net and a member of the team will be in touch