

Feedback app

Effectively manage complaints and compliments to listen, identify and improve.



Super simple forms



Intelligent workflows



Any device ready



Real-time analytics



Lessons learned action management



Easy administration

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It's not only the fact complaints have reduced, but using the feedback app as a bit of a customer service platform, from a CQC perspective, it was really recognised that we were seen to be responsive.

- Jo Beniston, Head of Clinical Governance & Improvement, Livewell Group

Give people a great experience

Make feedback collection simple and stress-free with an easy, intuitive form that can be accessed from mobile, tablet or desktop. This form can be accessed with QR codes, URLs or embedded in your public-facing website and is quick and easy to fill out to maximise the chance of collecting feedback.

Save time and get complete oversight

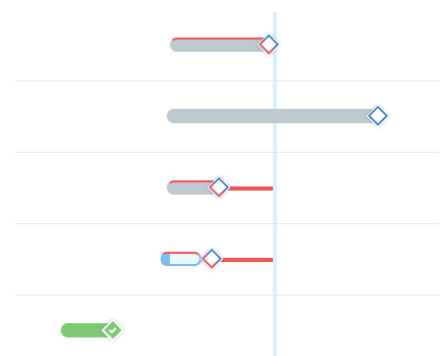
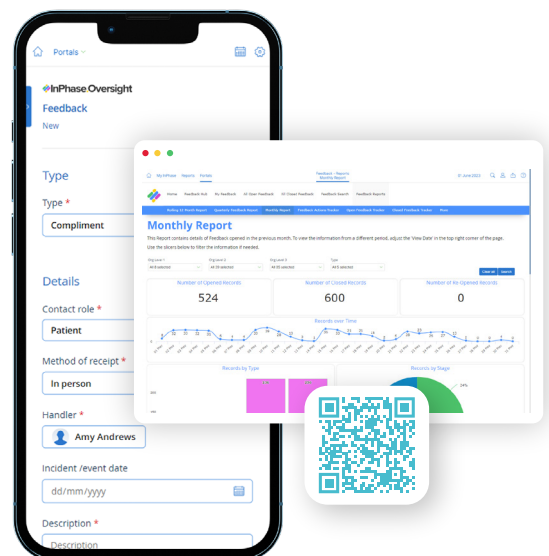
The super simple form uploads feedback directly into the system so you can get rid of double data entry and make sure all feedback gets to where it needs to be. With a single place to manage feedback, you can get complete oversight of what needs attention. Thanks to real-time notifications and accurate timestamps on feedback, you can make sure your team gives a proper and timely response.

Real time triangulation and analytics

Thanks to seamless integration abilities, you can triangulate feedback with other data, like incidents, quality, risks, policy and more. Analytics update in real time, so you always have an accurate picture to work from. This makes it easier to spot trends, identify areas for improvement and create action plans.

End to end action tracking

Quickly and easily create actions that link to one or multiple pieces of feedback so you can clearly see what the action directly impacts. Track actions from start to finish, including who is responsible, the progress and the due date. You can also add additional commentary to actions for more details on any progress or blockers.





Everyone saves time

One place for feedback that handles the hard work for you. Find problem areas fast and make plans to improve.



Stronger decisions

Triangulated data means you can make decisions based on more relevant facts. Understand, interrogate and improve.



Evidence experience

Strong handling of complaints and compliments for the new CQC single assessment framework remote inspections.



Celebrate success

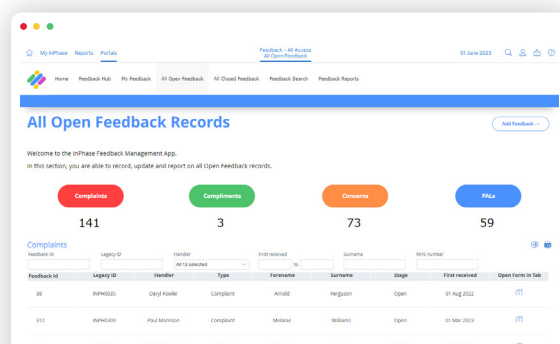
With priority given to complaints, compliments can be overlooked. Ensure you're celebrating success where you see it and sharing it with your wider teams.



Save time on national data exports

The Feedback App's dashboard functionality reduces time to reporting of national key performance indicators. Including KO41.

- ✓ Simple, easy feedback forms that are fast loading across all devices to make logging a compliment or complaint easier
- ✓ A single place to manage feedback from complaints, compliments, and PALS from start to finish, so nothing gets lost, and all feedback is responded to
- ✓ Smart workflows and alerts make sure complaints and compliments always reach the right person and are dealt with as soon as possible
- ✓ Out-of-the-box, pre-built dashboards let your team get started straight away, without needing to hire extra help if resources are already low
- ✓ Triangulate feedback with incidents, risks, claims, policies, quality, audits and many more so you can quickly find causes, trends and problems and create actions to improve
- ✓ Save crucial admin time and add another level of continuity with exports to Microsoft Word for one-click letter template generation



Take the next step

To elevate how you use, manage and respond to your feedback, speak to an InPhase expert today.



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