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PanSensic Technology

Stakeholder Feedback and Patient Experience Analysis





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Should stakeholders have more input into policy consultations?

Should patients have more say in our health system?

Why doesn't it happen more often?



“The support in all the running programs is second to none. It's a really big part of the program, and mentally and confidence-wise I think the Support Crew is amazing.”
Munuela



“As someone who was overweight for a long time, you've got to work on the mind before you can work on anything else.”
Elizabeth



“I used to put a lot of mental barriers in front of myself that would block me. Once I freed myself of those, the nutrition and fitness followed. It's opened me up to a new world.”
Tanya

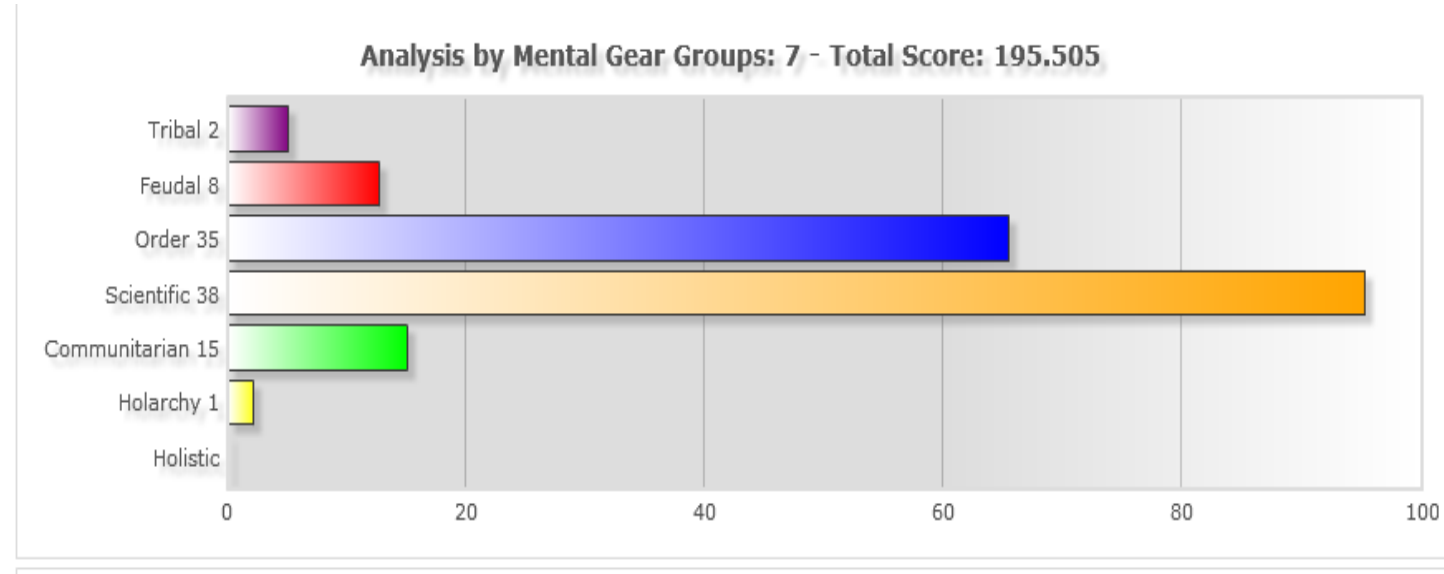




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PanSensic - Next Generation Tech in Analysing Patient Feedback

1. Algorithms analyses **high volume** of opinions, experiences and complaints
2. Identifies root cause of problems and early signals to **improve service and experience metrics**

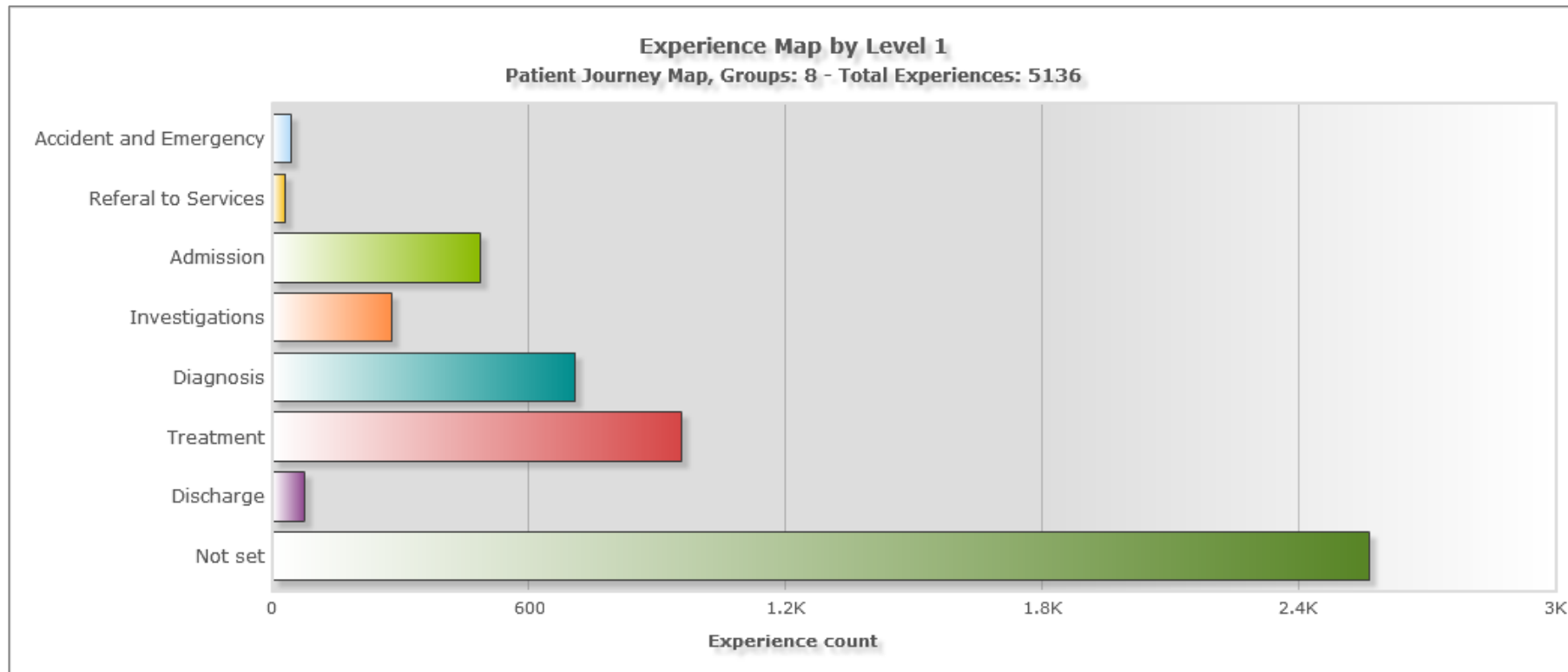


Map Feedback to Patient Pathway – Frustration points

47,000 patient experiences analysed

6,110,000 words explaining patient experiences

5136 frustrated experiences

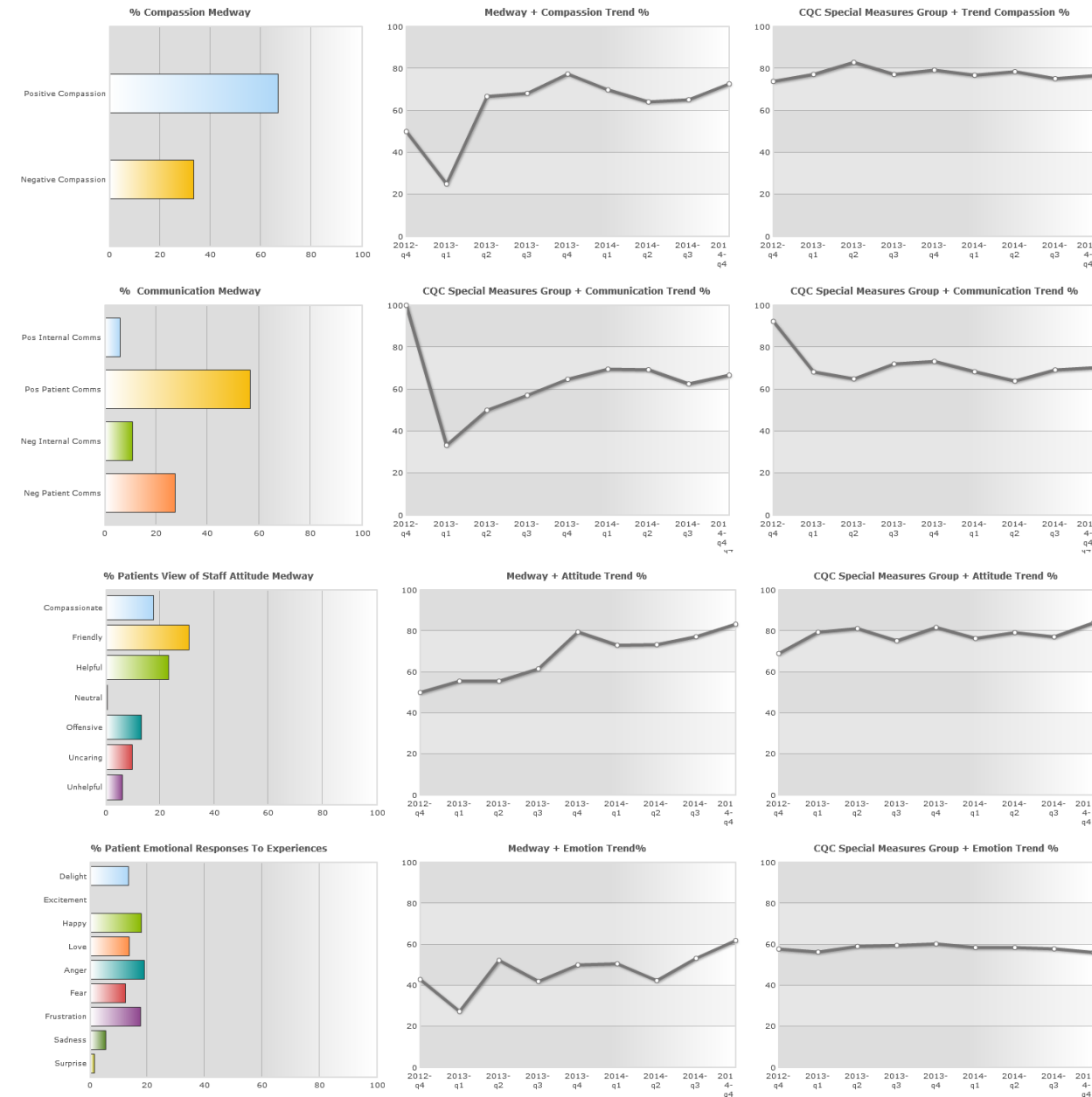


Not Set - Nothing in the written experiences to place it on the pathway

PanSensic Live Dashboards – Real Time Monitoring

Dashboard for: MEDWAY NHS FT [RPA]

All Patient Data Courtesy of www.patientopinon.co.uk



Dashboards can **trigger alerts and emails**

Safeguarding lens can spot early potential medical negligence claims or vulnerable patients

Negligence claims cost > \$230million p.a.



Data publically available



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**Ask about our FREE TRIAL of PanSensic
(Patient or staff surveys, stakeholder consultations & research)**

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