

What is AT-Feedback?

AT-Feedback is an automated, web-based feedback tool that enables an efficient and cost-effective collection of a range of organisational information. It also provides the ability to rollout multi-source feedback (360 degree surveys) with utmost flexibility and minimum of effort.

Usage Type	Examples of how the tool could be utilised
Reporting of data for routine risk management and information governance requirements	Providing evidence for Standards for Better Health, NHSLA, NPfIT).
Ad-hoc targeted requests for information	The opportunity to ask more detailed questions and involve every employee in workforce surveys on areas highlighted within the NHS Staff Survey.
Monitoring client satisfaction levels	Gathering patient views or evaluating Service Level Agreements.
Improving the quality of staff development reviews	Staff can quickly and efficiently gather feedback that will inform their KSF review discussions, appraisals and development plans.
Integration within a blended approach to learning and development	Conducting Kirkpatrick level 3 / 4 style evaluation of learning activities and implementations.
360° / multi-source feedback	As part of a manager/supervisor development programme.
Plus many more scenarios...	

Key Features of AT-Feedback

- A highly customisable web-based tool accessible through any internet browser.
- User-friendly and intuitive screens.
- Straight-forward questionnaire creation process: build your own from scratch or utilise question banks and survey templates.
- Standardised question banks and survey banks allow the organisation to control what surveys are distributed (if required) and allow for 'benchmarking' studies to be completed.
- Diverse range of question formats including: any number of unlimited points, Likert (rating) scales, numerical, binary, categorical, single choice of multiple answers, multiple choice with multiple answers, ranking, subjective and matrix responses, and dual response scales for comparative selection.
- Surveys can be branded with your organisation's logo or as required by the person creating the survey.
- Automated and customisable communications to notify individuals and issue reminders by email and SMS.
- Real-time feedback reports providing analysis by individual, department/group or organisation.
- Can be integrated with existing NHS I.T. infrastructure (e.g. e-KSF, AT-Learning).
- Feedback can be made available at both the Development Review and Personal Development Plan (PDP) stages of the KSF process.
- Individuals can be given the option to complete surveys on paper and results can be uploaded centrally

Benefits of Online Feedback Tools

The key benefits of using an online feedback tool are as follows:

- Better response rates (online surveys get better responses than paper based surveys).
- Reduce time and cost of collating organisational information.
- There is no hardware or software installation required.

Benefits of AT-Feedback

- Highly customisable and process efficient - from survey creation, notification of respondents, issuance of reminders, and publication of online, real-time performance feedback reports is customisable and automated.
- Can be deployed quickly to meet your immediate needs, ensuring you achieve rapid results, enhanced with the real time tracking of survey progress and responses.
- Intuitive interface and processes mean there are minimal or no training requirements for survey respondents and minimal training for survey creators.
- High level of system security with an option to run anonymous surveys.
- Integration with e-KSF enables staff data to be transferred and updated via the e-KSF / ESR link and users have a single username and password.
- Simple and flexible licensing models offering a cost effective approach.
- Reduced internal effort with our optional survey design and deployment service
- Developed with our predominantly NHS client base under our registered methodology: Development by Democracy® ensuring the tool evolves with your needs.

What are the core processes within AT-Feedback?

The administrator can set up pre-defined surveys or a list of 'approved' questions.

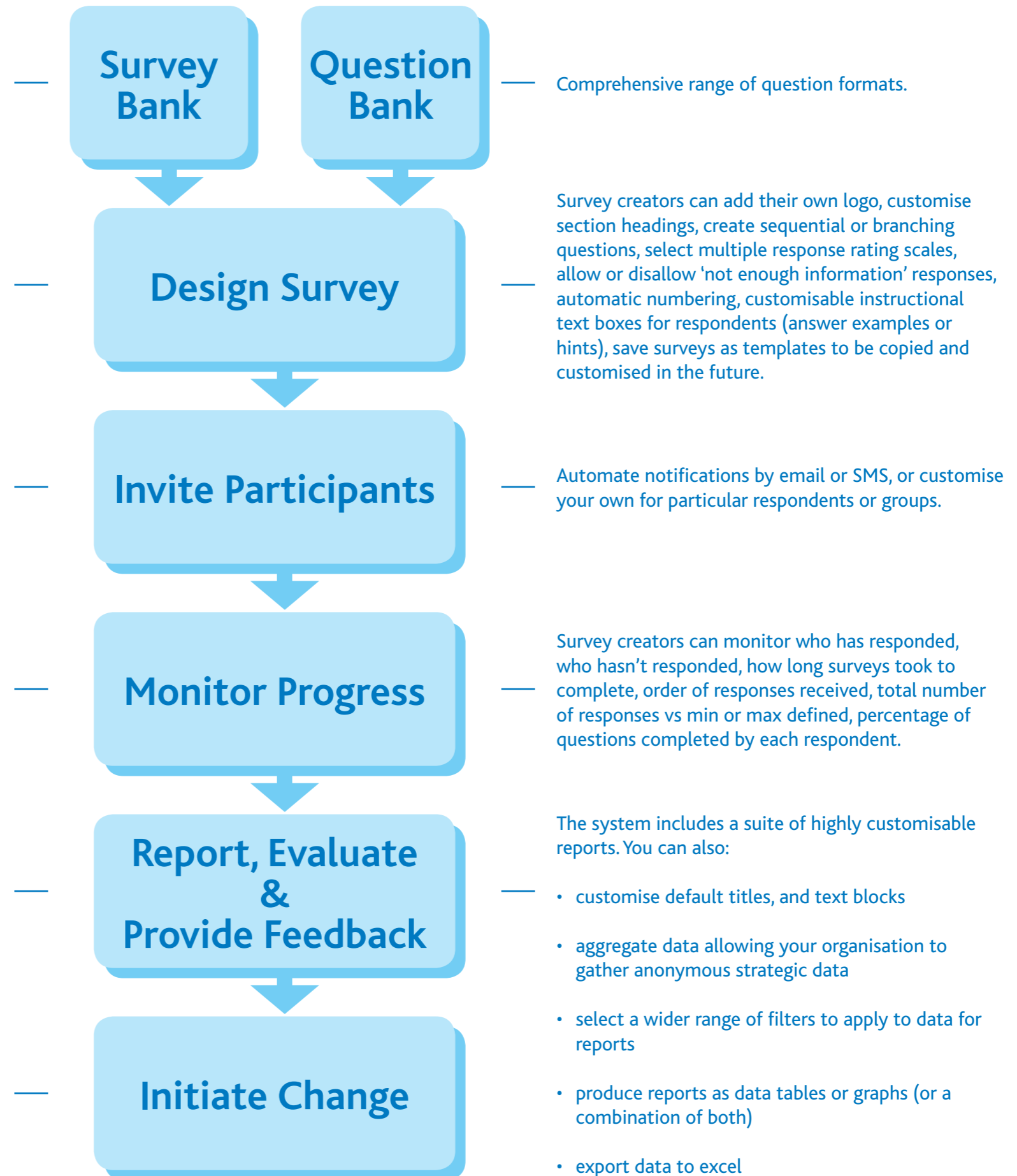
Survey creators can utilise the central surveys, use questions from the approved question bank or create their own questions. The profile of surveys can also be managed.

Individuals can customise email text to invite respondents, or specify which individuals will complete questions on paper.

Survey creators can monitor the number of responses received and trigger refresher emails to respondents.

The administrator can create reports on the survey completed and provide feedback to individuals.

Individuals or organisations can use the feedback to initiate a positive change.



Why use Think Associates?

Think Associates are a trusted supplier and already run web based surveys for NHS Employers to gather KSF data, and check the progress of the KSF programme nationwide. As providers of the e-KSF system, we also have a strong track record in recording and maintaining data. With a long history of working within and for NHS Organisations we understand your environment and the issues you face and our team of Organisational Development professionals can help you make sure your needs are satisfied.

Whether you are using a pencil and paper survey or automating your feedback surveys in-house, outsourcing the process is a viable and valuable option you may want to consider. We have a specialist team who can provide any combination or all of the following services in line with your needs:

- Design, implementation, web hosting (for public access, web based surveys), data entry, analysis and results interpretation: management of your entire campaign.
- Upload of surveys that you design on paper allowing you to more quickly start your campaign within hours of subscribing to AT-Feedback.
- Design bespoke questionnaires for you, or provide domain experts to validate your questionnaires.
- Administrative support: phone and email, and fax based support channels, with resources to upload data captured via offline surveys (paper based surveys) in to AT-Feedback for the duration of your campaign.
- Participant support: providing participants with first line support via phone, email and workshop support channels for the duration of your campaign.
- Response capture support: following up and supporting your respondents/raters by way of phone and email, and fax based support channels for the duration of your campaign.
- Custom data mining: if there is a format and section of data you want to report by, we can either customise our existing reports or create bespoke reports for you.

What Next?

To organise a demonstration of the tool's capabilities and to discuss the opportunities for implementing the solution in your organisation, please contact us at info@think-associates.co.uk