



- Prominent design for high-profile visibility and increased response rate
- Fully customisable, detailed surveys
- Stand, wall or desk-mounted
- Choice of screen sizes to suit all patients
- Effortless data transfer via LAN, Wi-Fi or GSM
- Screen display supports images and sound
- Robust and secure build

Kiosks

Putting the spotlight on service improvement

The kiosk is eye-catching, easy to set up and designed to maximise collection of patient experience feedback in a busy ward or waiting area.

Our touchscreen kiosks offer a built-in, customisable survey tool that collects data with minimum staff involvement.

They are capable of conducting multi-language surveys and can be customised to your trust's individual requirements, letting you gather comprehensive in-depth feedback from a range of patients and their carers.

Use our kiosks in your Accident and Emergency, outpatient and main reception waiting areas to get the information that you need to make measurable improvements to the services in your trust.

Fully customisable surveys. Store a variety of detailed, interactive surveys with multiple questions that can be set to run on different schedules. Ideal for complex topics.

Effortless data capturing. Instantly capture patient experiences without using paper-based application forms, making it quicker, more efficient and cost-effective. Kiosks can also transfer data in three ways: LAN, Wi-Fi or GSM (mobile phone network) all download results with ease.

Prominent design to maximise response levels. Our kiosks offer a high-profile, permanent solution that is ideal for heavy traffic areas with frequent footfall.

No staff investment required. The kiosks are designed to stand alone and securely collect feedback without the need for additional staff, reducing your costs.

A range of designs to suit you and your patients. We offer a selection of kiosks to suit different budgets and patient profiles. Stand, wall or desk-mounted kiosks are available in a choice of screen sizes. Larger screens have easier visibility for users, while smaller screens provide greater privacy for those who prefer it.

Additional marketing opportunities. When not used as a survey tool, the kiosks can be updated to communicate a variety of news and messages to your service users, including health information and the trust's achievements.



Kiosks *in action*

How the kiosk is being used to drive measurable service improvements

Healthcare **Outpatient departments**

Many NHS trusts use the Patient Focus kiosk in their outpatient departments to gather feedback from patients and their carers.

The kiosk displays custom-built surveys in multiple languages and text sizes to suit the user, making them the ideal tool to gather comprehensive feedback data.

Patient Focus' team of healthcare specialists will guide you in turning this data into relevant and useful information that will help you to drive forward targeted service improvements in your outpatient departments.

Other applications

Accident & Emergency. The prominent design of the kiosks attracts patients, gathering feedback in a high footfall area with minimum staff involvement. When not collecting data, the kiosk can be used to display vital service information.

Walk-in clinic. In a high-traffic area such as a walk-in clinic, the kiosk provides the ideal opportunity for waiting patients to give you timely feedback on their views and experiences. A kiosk also enables you to share key information with service users.

GP surgery. The kiosk offers patients the opportunity to complete a short survey before or after their appointment. It also acts as a marketing tool promoting public health information, advertising new clinics or communicating service changes.

Retail setting. The attractive, sleek design is both robust and eye-catching, encouraging customer feedback at point of sale or elsewhere in the store.



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