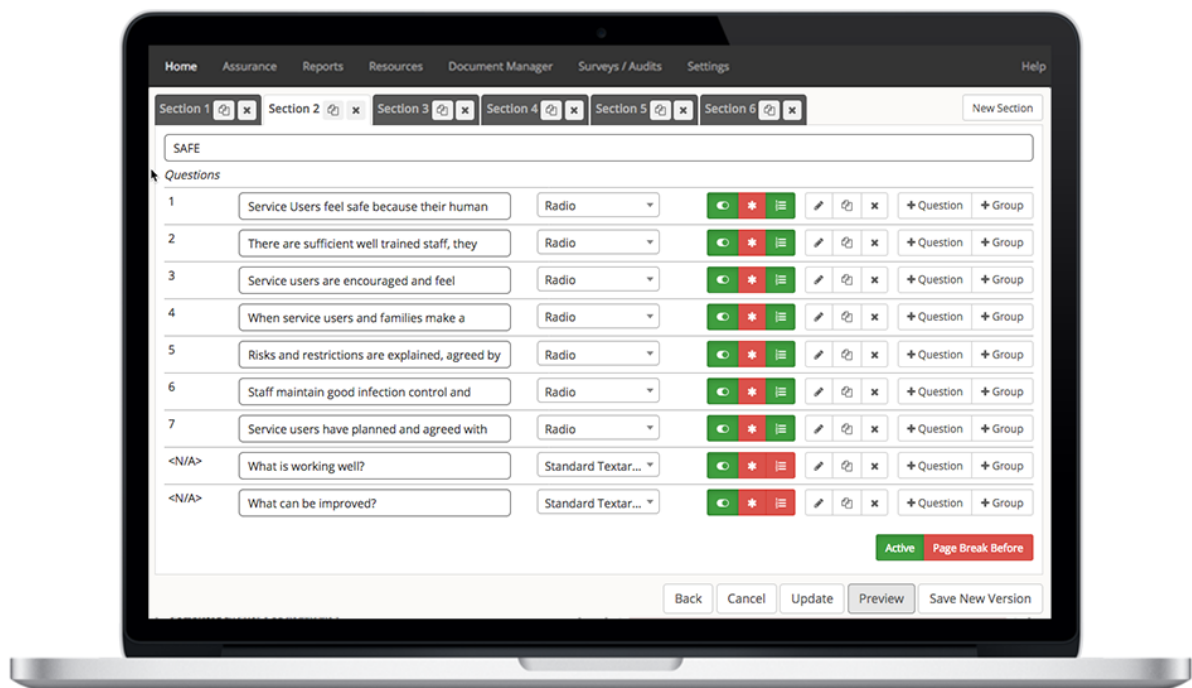


## Introduction to QuiqView – managing your audits and surveys

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## QuiqSolutions Background

QuiqSolutions was founded in 2011 by entrepreneurs with a highly successful business background working in software and technology. QuiqSolutions is based in Shropshire and delivers unique software solutions primarily in health & social care, construction and education, and has established a reputation for offering innovative yet user-friendly solutions with high-quality support at a very attractive price level.

QuiqSolutions has won contracts with some major service providers and is working to develop the PAC system based on the proven QuiqCare platform already used by hundreds of health & social care providers as well as over 200 CCGs and NHS England.

QuiqSolutions proposition includes three main products:

### QuiqCare

QuiqCare is an online service that provides a framework for recording evidence of compliance against standards, rules and regulations. Organisations can use a pre-configured version populated with standards such as Local Authority quality standards, NHS England's CHC or Safeguarding assurance guidelines, the CQC's Key Lines of Enquiry (KLOE's), SEND or any other compliance or quality standards. QuiqCare can be used as a tool for assisting with peer review and inspection as well as a self-assessment tool for service providers to record compliance against the required standards.

### PAC

PAC (Provider Assurance and Compliance) is a solution designed for commissioners including CCGs and Local Authorities and larger care groups who need to manage quality assurance across a large community. With all of the features of QuiqCare, PAC also offers overview dashboards, invitation management, inspection and reporting in a single package.

### QuiqView

QuiqView enables users to design their own audits, surveys or requests for information (rfi), to send them out as often as they like either on demand or via regular schedules that users can configure for their requirements.

QuiqSolutions provides online or on-site training for all its services together with substantial help resources and a dedicated help desk service.

## QuiqView – Form Builder

QuiqView enables each audit / survey / rfi to be created from templates or to be built from scratch. Once created, forms can be previewed with lots of options for different question / answer combinations, including yes / no, drop down lists, radio buttons, free text or even smiley faces depending on the information required.

There are spaces for each form to include description and guidance for users, together with one or multiple sections which can be added as required.

Having added in the required questions / answer types users can preview the form to ensure it meets the requirements:

## QuiqView - Audits

QuiqView is ideal for creating digital copies of audits that allow commissioners, inspectorates, care groups or any other organisations involved in quality assurance to complete internal audit forms of their own design or to request external audit information from providers or other organisations in their community as often as they need to in an automated way that saves time and money when compared with traditional auditing methods.

Via the dashboard, the administrator can select audits to send to specific recipients and set deadline dates for completion. The recipient is notified by email with a link to direct them to the audit for completion. There are automated alerts to remind providers to complete audits, with the status updated once an audit has been commenced or completed.

Example Audit entry form:

Safeguarding for Care Homes  
Audit Group 2

Printable Version Download as PDF

Please complete this Safeguarding Audit.

This information will be used to assess your compliance with the Safeguarding standards. Once completed your submitted Audit will be assessed and you may be asked for additional information. Please note that the information you submit may be used as the basis of an inspection.

### Your Safeguarding Audit

1: How many Safeguarding incidents have you had this quarter?

2: How many people are you supporting?

3: How many staff have you employed in the last 12 months?

4: How many staff do you employ overall?

Section 1 of 2

Save For LaterNext Section

The audits are normally completed online on a computer or smart phone and can be forwarded via email request directly from t. There ae administrator's dashboard. There are also PDF versions created as standard which can be printed out and filled out on paper for people without internet access.

The results are updated automatically once each audit is completed and made available to view and analyse via the dashboard included within QuiqView.

There is no limit to the number of audits that can be sent out, the scheduler allows users to set specific dates where they are automatically emailed to recipients for completion:

My Schedules

Show 10 entries Search:

Name	Parent	Time Period	Start Date	Last Run	Next Due	Active			
Effective checklist	EFFECTIVE - Policy Checklist V4	6 months	01/02/2018	N/A	01/08/2018	<input checked="" type="checkbox"/>	Run Now	Delete	Log Edit
KLOE S1 Audit	SAFE S1 Audit by KLOE V4	3 months	17/01/2018	N/A	17/04/2018	<input checked="" type="checkbox"/>	Run Now	Delete	Log Edit
Medication Audit	SAFE - Training Checklist V4	3 weeks	10/01/2018	N/A	N/A	<input type="checkbox"/>	Run Now	Delete	Log Edit
Paul's audit	SAFE S6 Audit by KLOE V4	4 weeks	08/02/2018	N/A	N/A	<input type="checkbox"/>	Run Now	Delete	Log Edit
Name	Parent	Time Period	Start Date	Last Run	Next Due	Active			

Showing 1 to 4 of 4 entries 1

The dashboard is updated to show when audits are opened and their completion status:

Safeguarding for Care Homes

Applies to Standards: 1 Preview

Name	Sent	Deadline	Completed	Audit Status	Follow-Up
Care 1	21/03/2017	31/03/2017	21/03/2017	Completed	Inspection Passed
Care 1	23/03/2017	19/04/2017	N/A	Pending	
Care 1	22/03/2017	31/03/2017	23/03/2017	Completed	Further Info
Care 1	22/03/2017	16/05/2017	22/03/2017	Completed	Inspection Failed
Care 2	22/03/2017	31/03/2017	N/A	Pending	
Care 3	22/03/2017	31/03/2017	N/A	Pending	

Close Select Recipients

Results can be displayed graphically with different chart formats and optional exports to Excel for further analysis. There are options for peer review of completed audits, with comments and RAG ratings attached, there are also options for weighting of answers to give an overall audit score.

## QuiqView - Surveys

It is important that the views of all stakeholders, including people using services, relatives and friends, visiting professionals and staff and management are accounted for when judging the quality of services being provided.

QuiqView Surveys are the easiest way of securing feedback from all stakeholders and can be sent out as often as needed. By having standardised question sets it is possible to benchmark and compare different responses and gain valuable insight and trend analysis.

### Features:

- Surveys can be supplied 'pre-loaded' or personalised by each user.
- Recipient lists can be created with email addresses and completion requests sent out instantly.
- Surveys can be completed online (ideal for smart phone users) or on paper (by printing PDF version).
- Responders can complete in one go or save partially completed surveys for later completion.
- Email notification can be sent on receipt of each new survey response giving early access to any comments of concern.
- Results are configured immediately with instant access in clear graphical format.
- Survey data can be exported to applications such as Excel for further analysis and comparison.

### Example of Survey for completion:

CQC Residential Services 1 - Assisted Short Survey  
CQC Residential Services 1

#### SAFE

1: People here treat me with respect and kindness.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

2: Staff help me to be safe in everything I do.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

3: There are always enough staff to help me.

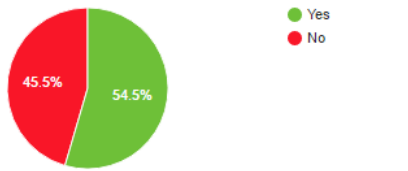
- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

What is working well?

Survey Results are collated automatically and viewed instantly online:

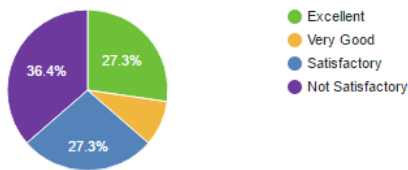
### Three Key Questions - Please give us your overall impression of the service

Do you feel safe in the care of this care home?



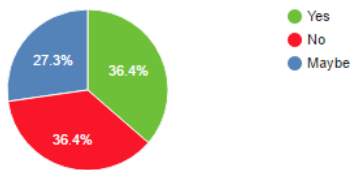
Answer	Total	Percentage
Yes	6	50.0%
No	5	41.7%

How would you rate the overall standard of care and service at this care home?



Answer	Total	Percentage
Excellent	3	25.0%
Very Good	1	8.3%
Satisfactory	3	25.0%
Not Satisfactory	4	33.3%

Would you recommend this care home to other relatives or friends?



Answer	Total	Percentage
Yes	4	33.3%
No	4	33.3%
Maybe	3	25.0%

Feedback Dashboard gives instant access to all survey responses:

Assisted Short Survey V4 [Back to Survey](#) [Export](#) [Print All](#)

Adult Social Care Demo (PK) Filtering From  To  [Filter](#) [Clear](#)

The Survey manager is: Paul Citation Demo

Show  entries

Date	Staff help me to stay safe	I get staff help when I need it	Staff treat me with respect and kindness	Staff are good at their jobs		
18/06/2018	Agree	Agree	Agree	Agree		<a href="#">View</a> <a href="#">Delete</a>
30/05/2018	Strongly Agree	Agree	Strongly Agree	Agree		<a href="#">View</a> <a href="#">Delete</a>
09/11/2017	Agree	Strongly Agree	Agree	Strongly Agree		<a href="#">View</a> <a href="#">Delete</a>
09/11/2017	Agree	Agree	Disagree	Agree		<a href="#">View</a> <a href="#">Delete</a>
09/11/2017	Neutral	Agree	Disagree	Agree		<a href="#">View</a> <a href="#">Delete</a>
09/11/2017	Neutral	Agree	Disagree	Agree		<a href="#">View</a> <a href="#">Delete</a>
09/11/2017	Neutral	Agree	Disagree	Agree		<a href="#">View</a> <a href="#">Delete</a>
09/11/2017	Neutral	Agree	Strongly Disagree	Agree		<a href="#">View</a> <a href="#">Delete</a>
09/11/2017	Neutral	Strongly Agree	Strongly Agree	Neutral		<a href="#">View</a> <a href="#">Delete</a>
09/11/2017	Neutral	Strongly Agree	Strongly Agree	Neutral		<a href="#">View</a> <a href="#">Delete</a>

## Training and Implementation

QuiqView is cloud-based and requires no software installation; whilst it is easy to and intuitive to use there are also user guides and instantly accessible videos.

Remote training is available for QuiqView users, with on-going helpdesk support available between 9am and 5pm from Monday to Friday.

The screenshot shows the 'CONTACT US' page of the QuiqSolutions website. The header features the QuiqSolutions logo and navigation links: HOME, PRODUCTS, SECTORS, ABOUT US, CONTACT, and NEWS. The main content area has a dark background with the heading 'CONTACT US' and the sub-heading 'Let's keep this simple.' Below this, it states: 'If you want to contact us about support, queries, sales, or to arrange a demonstration, this is the form to use. We'll be right back to you.' A breadcrumb trail at the bottom of the main area reads 'Home / Contact us'. The page is divided into two columns. The left column, titled 'Send us a Message', contains a form with a text area for a message and fields for Title (a dropdown menu with 'MR' selected), First Name (containing 'John'), and Last Name (containing 'Smith'). The right column, titled 'Our Contact Details', displays the company name 'QUIQSOLUTIONS Ltd' and its address: 'Grove House, Station Road, Prees, Whitchurch, Shropshire, SY13 2DW'. Below the address is a phone number: '+44 (0)1948 841116'.

QuiqSolutions' website ([www.quiqsolutions.com](http://www.quiqsolutions.com)) includes all contact options including the ability to submit an online inquiry.



## Further information

QuiqSolutions is happy to discuss your requirements with you and to arrange demonstrations of QuiqView on request. Bespoke pricing solutions are available for multi-site operations, pricing starts from £25+vat per month for a single site licence with unlimited documents.

QuiqSolutions has completed an information governance process using the Department of Health's IG Toolkit at the HSCIC (Health & Social Care Information Centre).

For more information on this and to see the report go to <https://www.igt.hscic.gov.uk> and search for **QuiqSolutions** or reference no. **8J961** (*you need to click on the link for the 'report of participating organisations' assessments*).

There is also additional information at: [www.quiqsolutions.com](http://www.quiqsolutions.com)

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