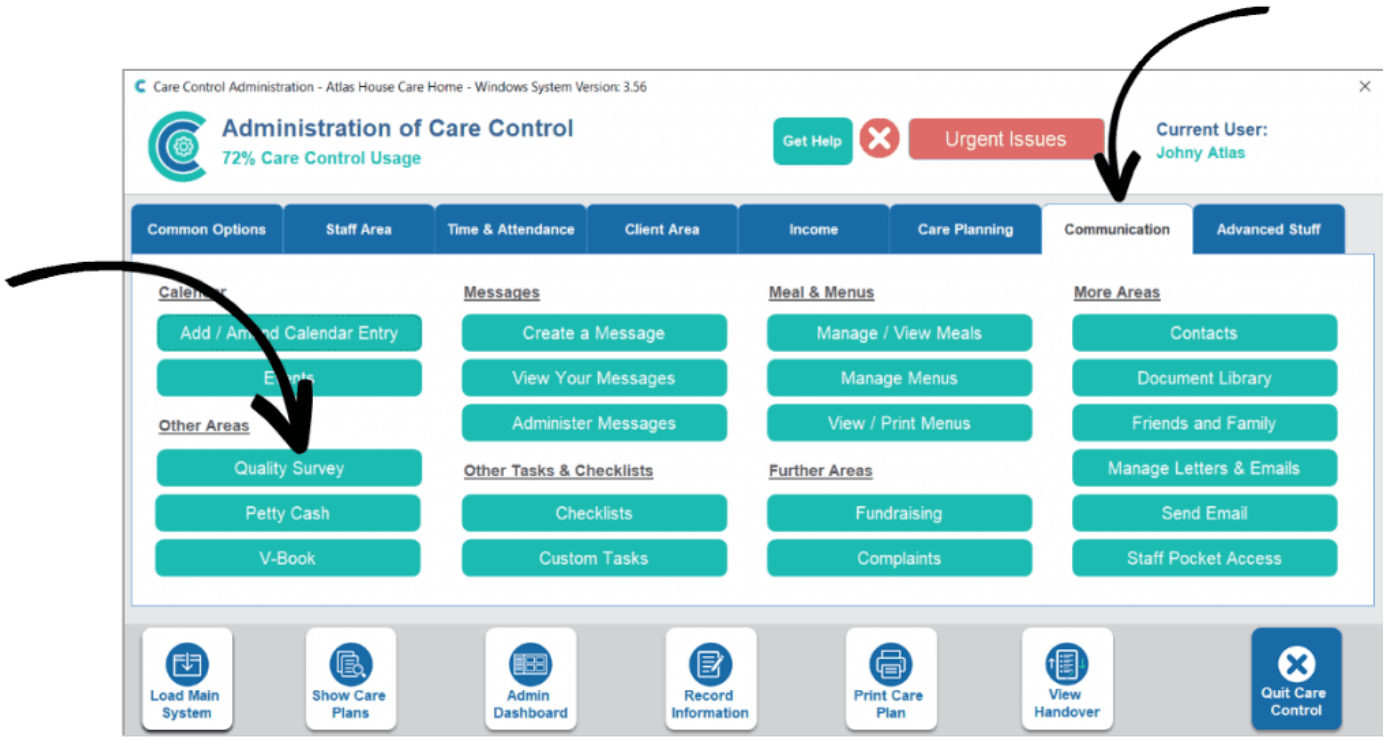
Setting up a Quality Survey

V-Book · https://cclearninghub.co.uk/docs/setting-up-a-quality-survey/

Setting up a Quality Survey

This guide will cover how to create a survey for Care Control V-Book. This survey will be prompted when visitors sign out and can collect valuable data about your organisation.

Embedded media:
https://player.vimeo.com/video/799418782?color&autopause=0&loop=0&muted=0&title=1&portrait=1&byline=1&h=efbc

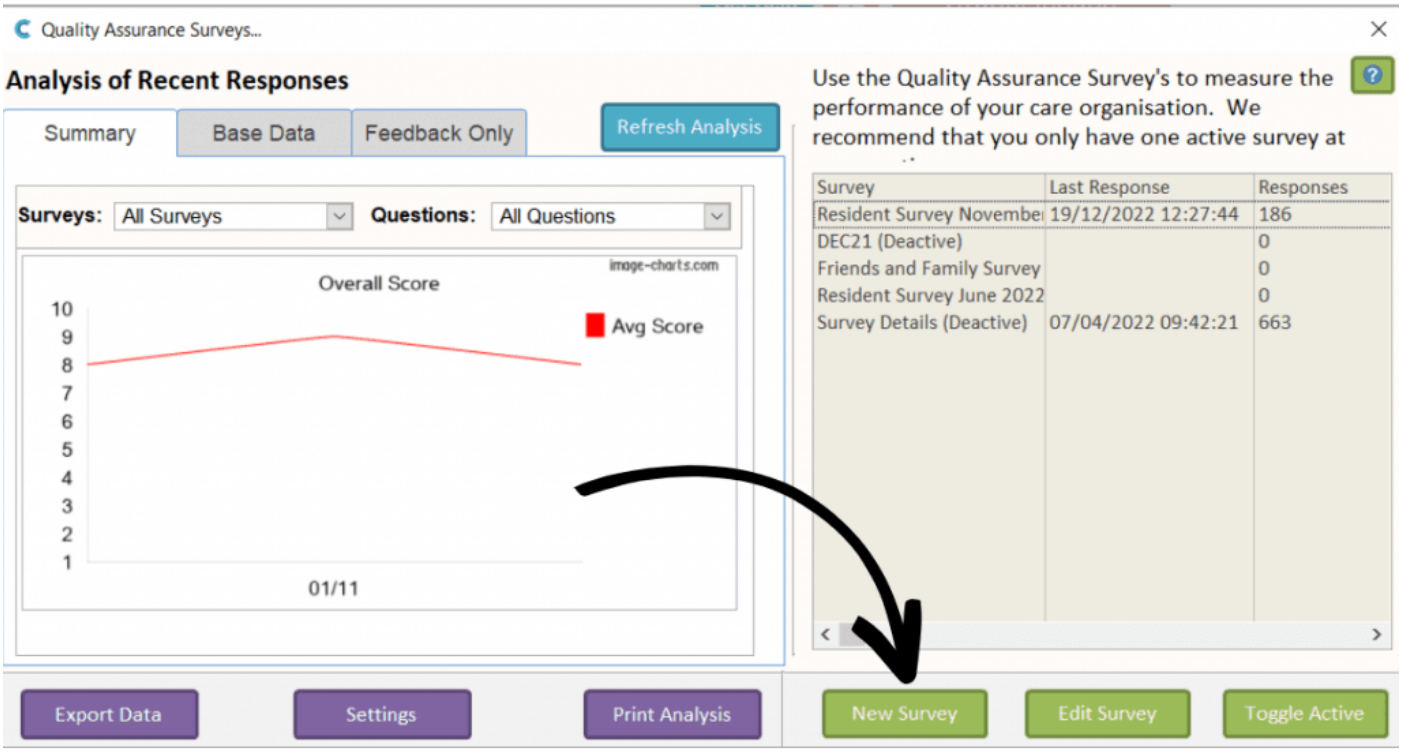


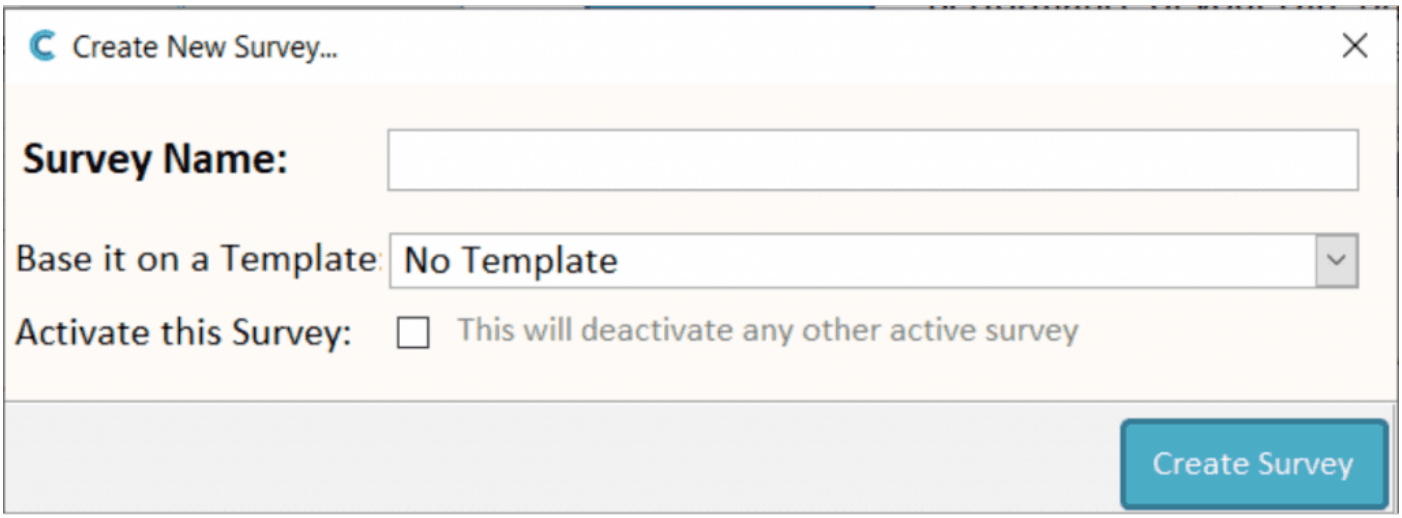
1

In the Administration of Care Control Windows, navigate to the **Quality Survey** tool, which can be found under the **Communication** tab.

2

A new window will open. Here, you can view an analysis of your surveys, as well as amend their settings and manage the active surveys in your organisation. To create a new survey, press **New Survey**.


Quality Assurance Surveys...
Analysis of Recent Responses
Summary
Base Data
Feedback Only
Refresh Analysis
Surveys: All Surveys
Questions: All Questions
image-charts.com
Overall Score
Avg Score
10
9
8
7
6
5
4
3
2
1
01/11
Use the Quality Assurance Survey's to measure the performance of your care organisation. We recommend that you only have one active survey at
Survey
Last Response
Responses
Resident Survey Novembe
19/12/2022 12:27:44
186
DEC21 (Deactive)
0
Friends and Family Survey
0
Resident Survey June 2022
0
Survey Details (Deactive)
07/04/2022 09:42:21
663
Export Data
Settings
Print Analysis
New Survey
Edit Survey
Toggle Active



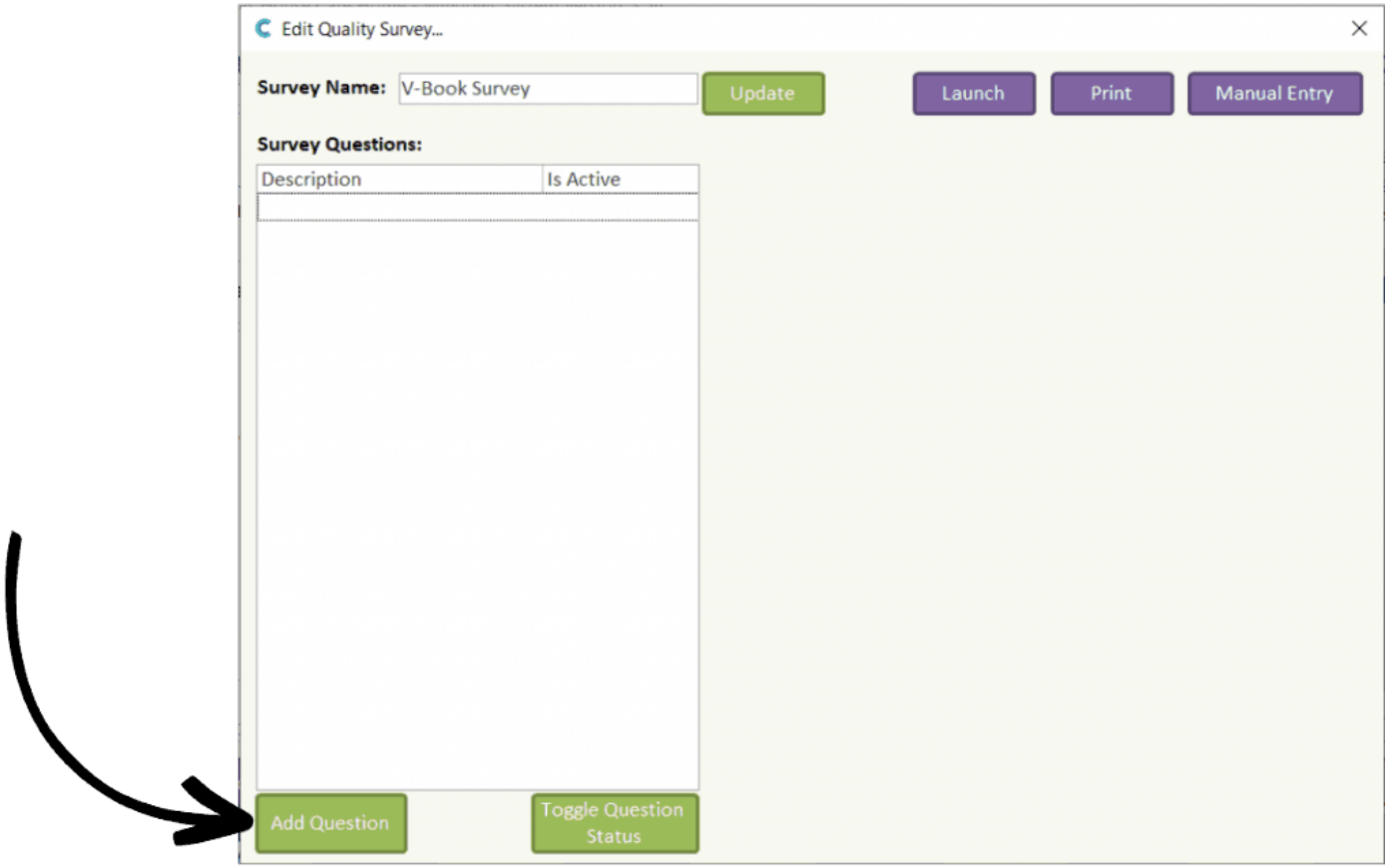
3

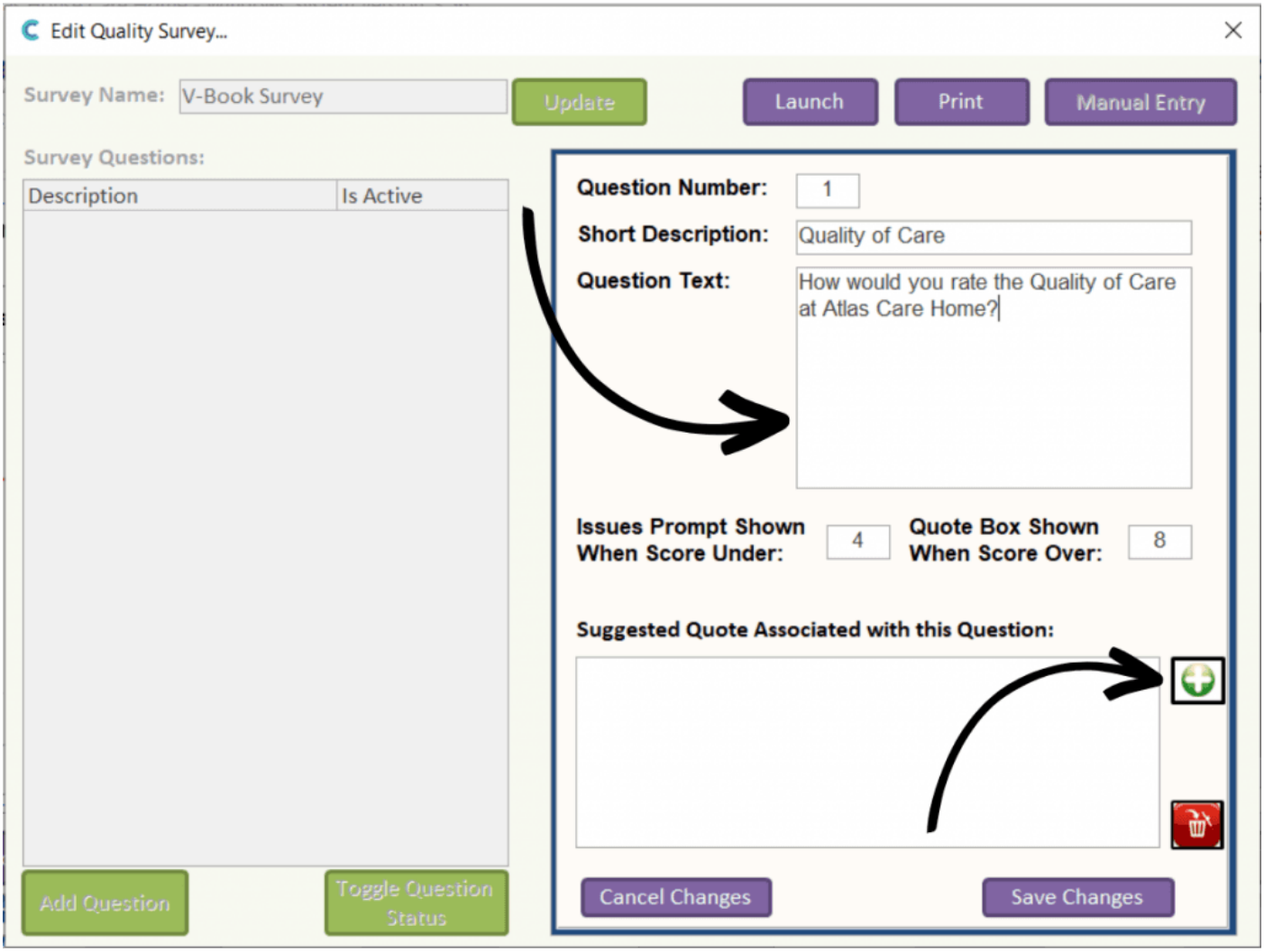
Enter a name for your new survey. You can also choose to base it on an existing survey.

For now, we will leave this survey as inactive.

4

A new window will open. Here, you can begin building your survey. To add a new question to the survey, press **Add Question**.


Edit Quality Survey...
Survey Name:
V-Book Survey
Update
Launch
Print
Manual Entry
Survey Questions:
Description
Is Active
Add Question
Toggle Question Status



5

A form will open on the right-hand side of the window. Begin by entering a Short Description to categorise the question.

Next, enter the Question Text. This is the text which will be presented in the survey. Note: the questions are scored 1-10, so must be phrased in a way which allows this.

The next set of options determines pop-ups when low or high scores are given:

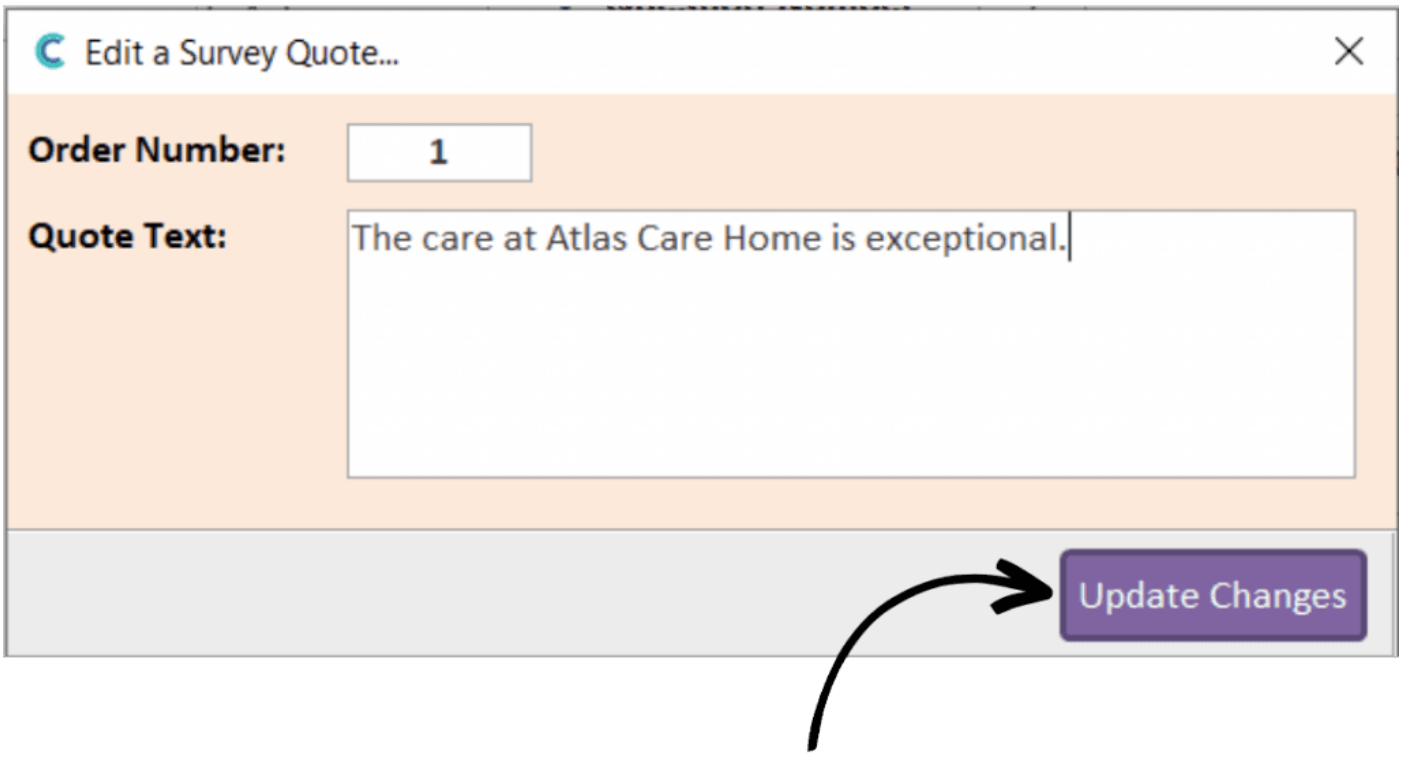
- **Issues Prompt Shown when Score Under** – enter a number, under which, a prompt asking for written feedback will be shown.
- **Quote Box Shown when Score Over** – enter a number, over which, a prompt asking for written feedback, or a pre-set message, will be shown.

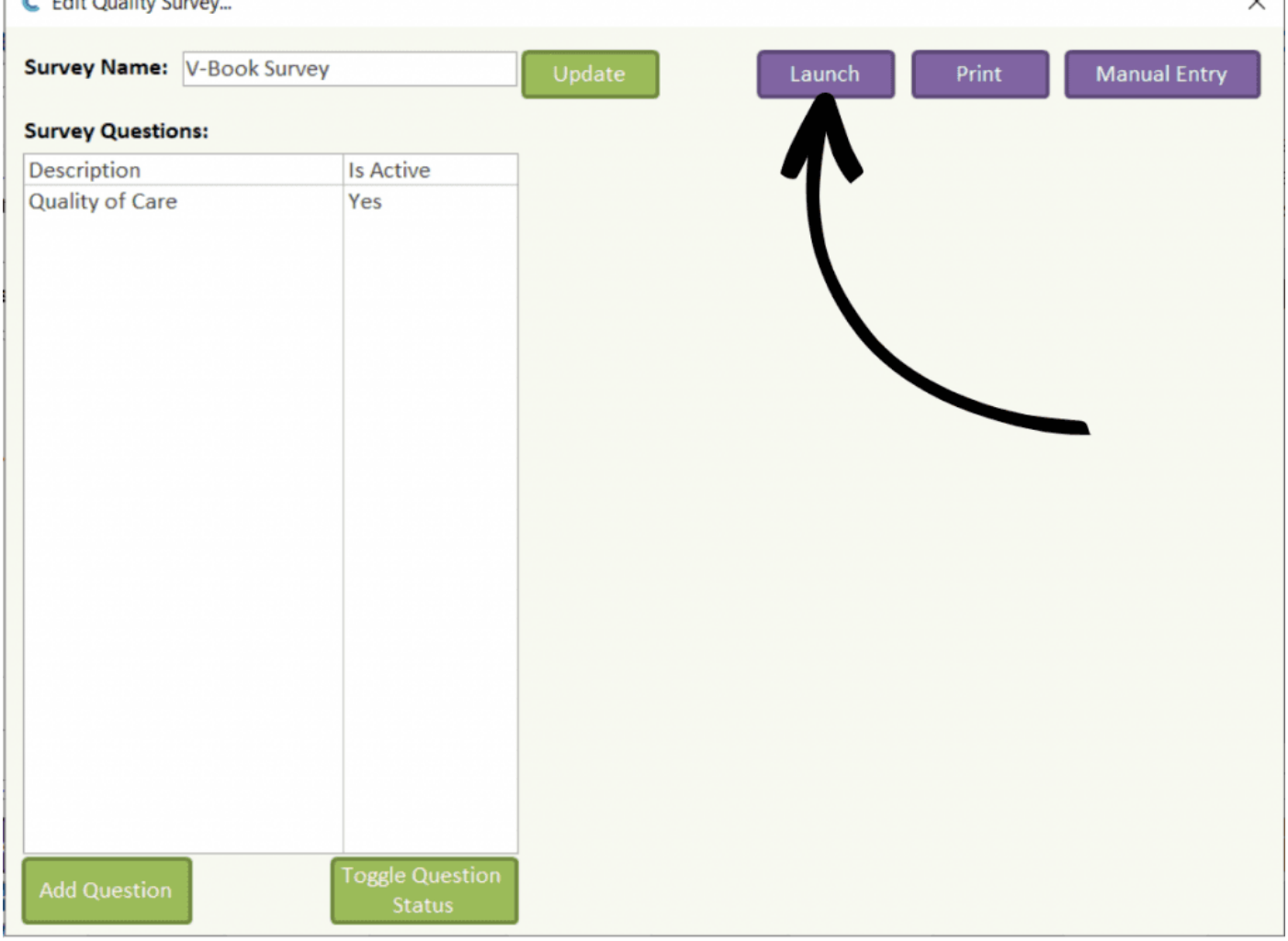
The Suggested Quote associated with these Questions are the pre-set messages which will be available to select after a user scores the question above a set score. For example, if someone scores above 8, they will be able to choose ‘The Quality of Care at Atlas House is exceptional’ as a feedback response.

To add a pre-set feedback response, simply press the **Green +** symbol.

6

A new window will open. Here you can enter the pre-set feedback response. Press **Update Changes** to save it.


Edit a Survey Quote...
Order Number:
1
Quote Text:
The care at Atlas Care Home is exceptional.
Update Changes

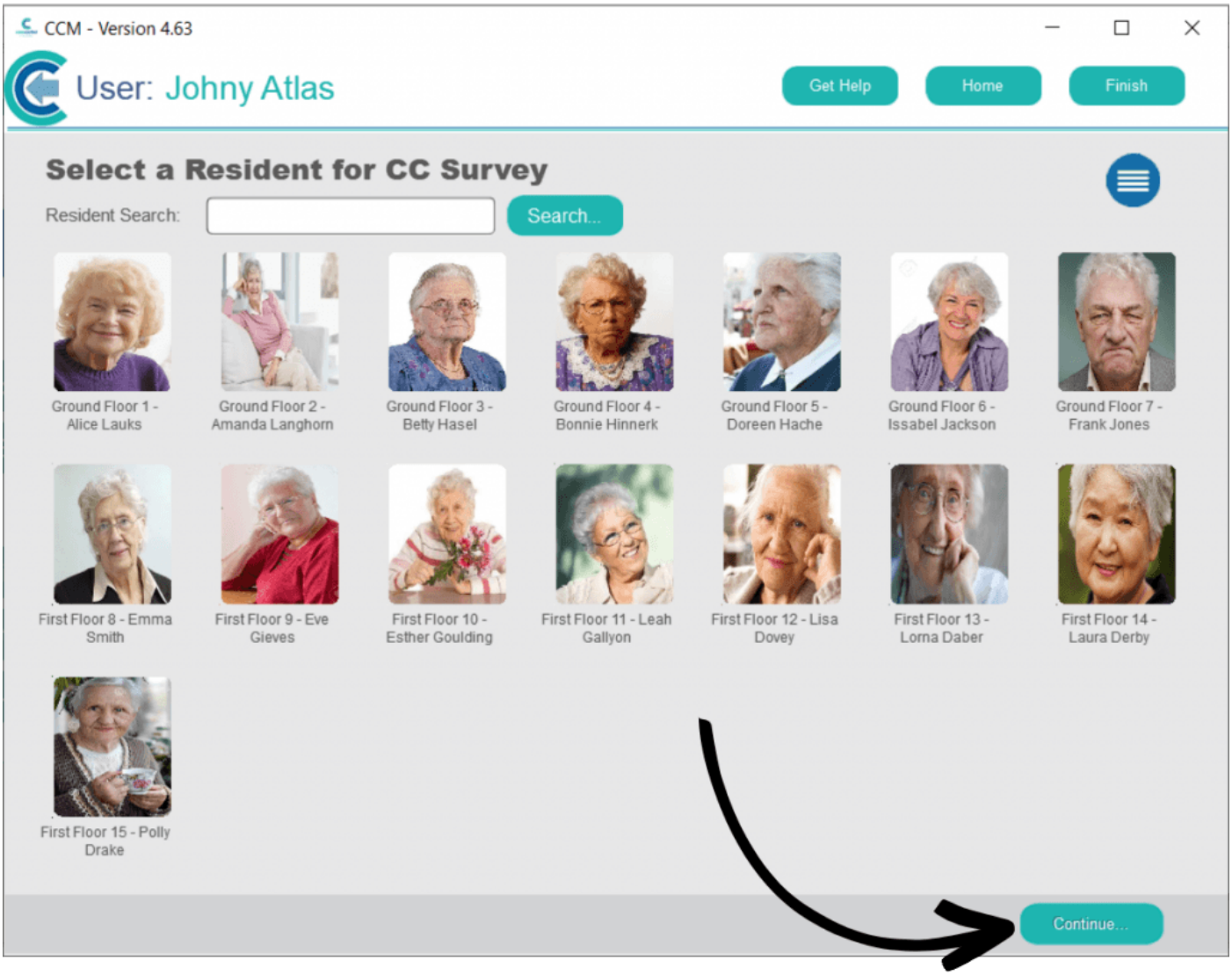


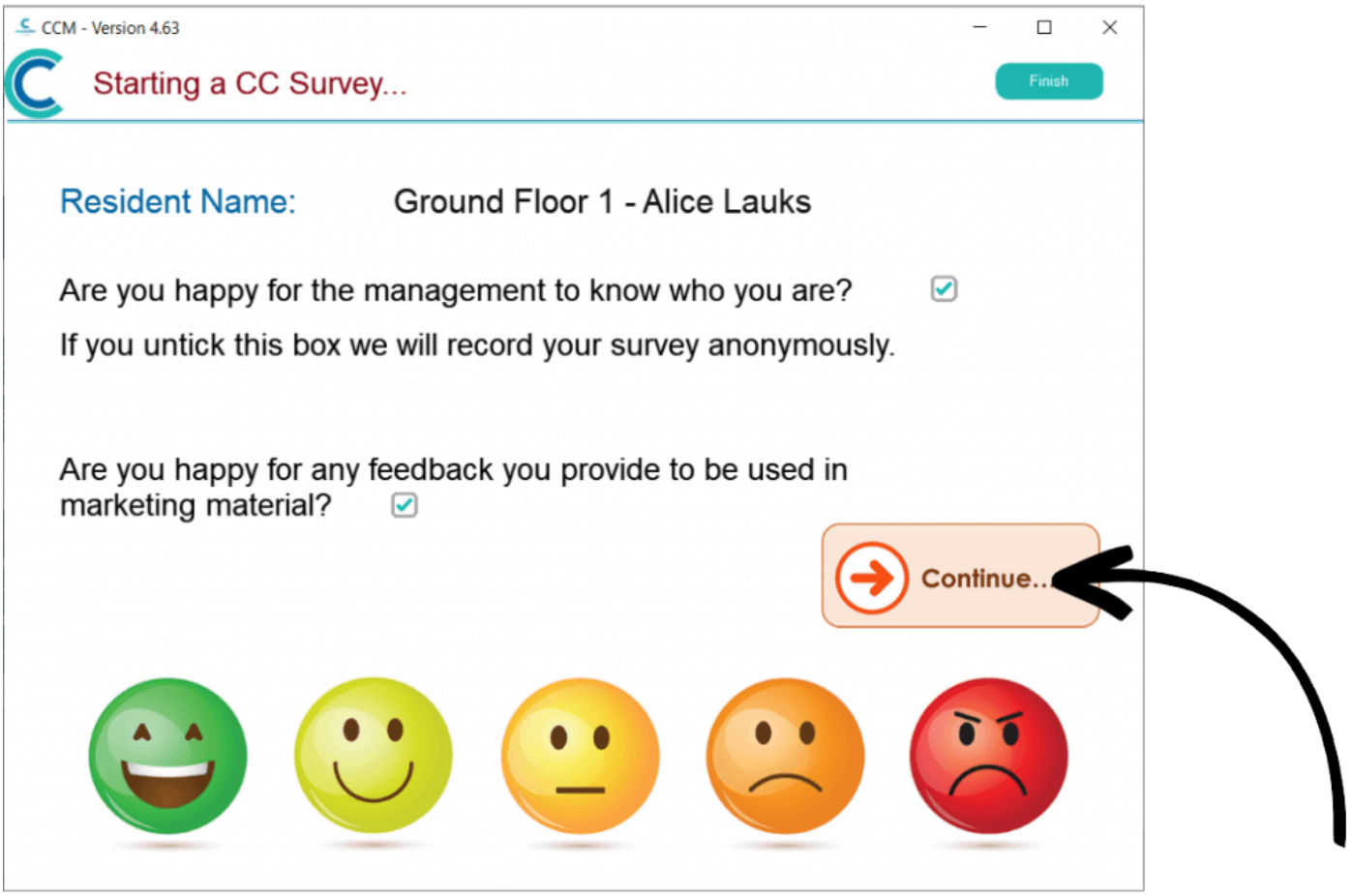
7

You have successfully added a question to your new survey! To test the survey, press **Launch** from the purple options at the top of the window.

Note: this requires CC Mobile to be installed on the laptop/computer. If prompted to update, please do so.

8


CCM - Version 4.63
User: Johny Atlas
Get Help
Home
Finish
Select a Resident for CC Survey
Resident Search:
Search...
Ground Floor 1 - Alice Lauks
Ground Floor 2 - Amanda Langhorn
Ground Floor 3 - Betty Hasel
Ground Floor 4 - Bonnie Hinnerk
Ground Floor 5 - Doreen Hache
Ground Floor 6 - Issabel Jackson
Ground Floor 7 - Frank Jones
First Floor 8 - Emma Smith
First Floor 9 - Eve Gieves
First Floor 10 - Esther Goulding
First Floor 11 - Leah Gallyon
First Floor 12 - Lisa Dovey
First Floor 13 - Lorna Daber
First Floor 14 - Laura Derby
First Floor 15 - Polly Drake
Continue...

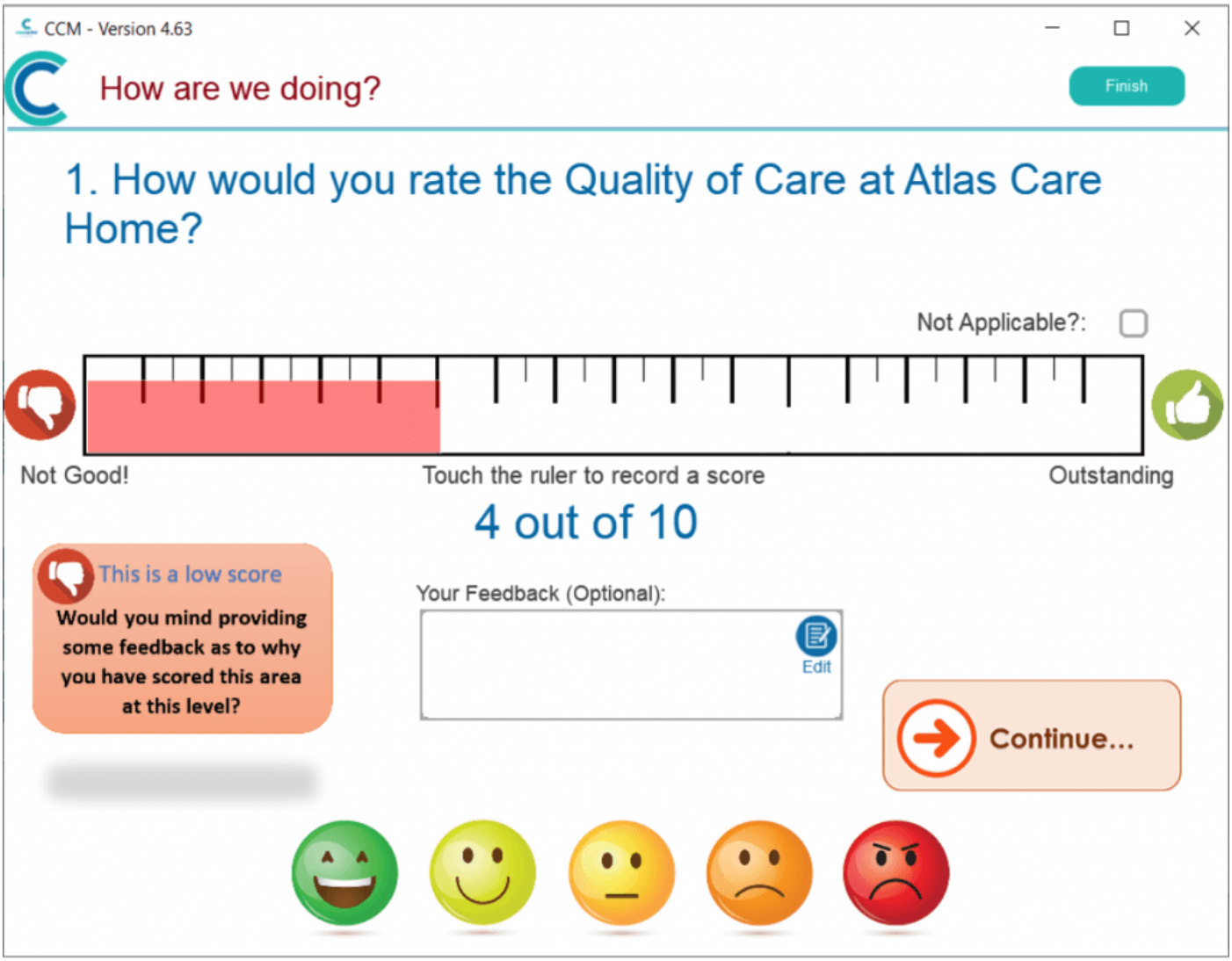


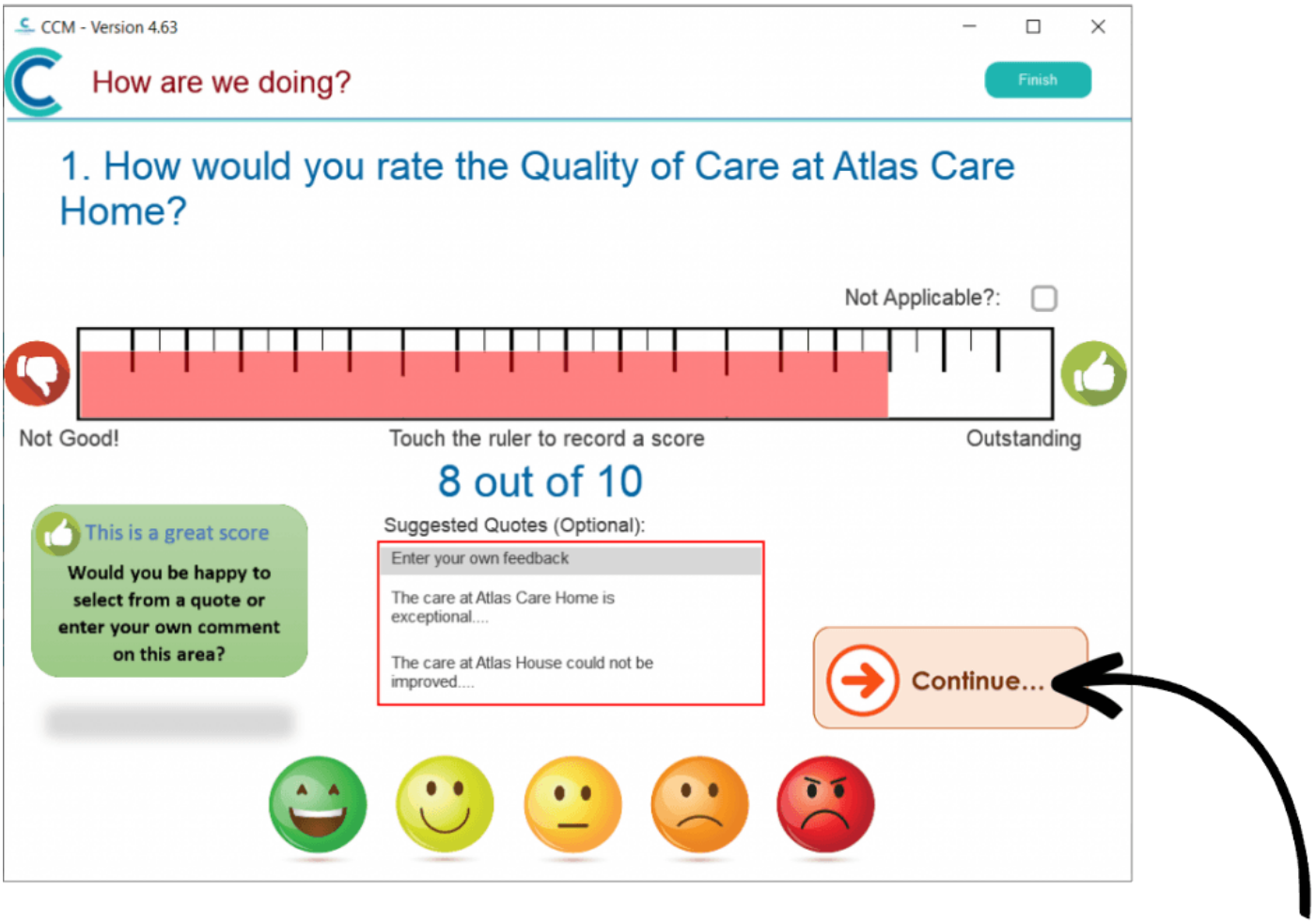
9

You will then be asked for permissions with regards to anonymity and use of results for marketing purposes. Press **Continue** to proceed.

10

The survey question made earlier will be presented. You can give a score of 1-10 by tapping on the ruler.


CCM - Version 4.63
How are we doing?
Finish
1. How would you rate the Quality of Care at Atlas Care Home?
Not Applicable?:
Not Good!
Touch the ruler to record a score
Outstanding
4 out of 10
This is a low score
Would you mind providing some feedback as to why you have scored this area at this level?
Your Feedback (Optional):
Edit
Continue...



11

Similarly, a score of 8 or above will prompt a feedback response. There is an option to enter feedback or choose from the pre-set response list created in the question settings.

After answering the question, press **Continue**.