



Questionnaires and Outcome Management

User guide

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Version control:

Date	Version	Comment	Author
05/01/24	0.1	First Draft	Lynsay Redwood

1 Document

1.1 Purpose of this guide

The purpose of this document is to provide a user guide about how the questionnaire functionality in RIVIAM enables customers to gather data insights from patients or service users supporting outcome management.

The first section explains how RIVIAM will assist in designing the questionnaire and how customers can choose the trigger for people to receive questionnaires to complete.

Authorised users then have access to the questionnaire dashboard and can monitor the progress of each questionnaire.

2 Background and benefits

Questionnaires enable you to gather valuable data and insights; you can gain a deeper understanding of your service users to inform your decisions.

Here are some key advantages of using RIVIAM questionnaires:

Efficiency and cost-effectiveness:

- **Direct engagement.** RIVIAM users can send questionnaires by email or SMS to the person receiving the service.
- **Cost-effective** data collection, saving time and valuable resource.
- **Government Digital Service (GDS)** standard format questionnaires with customer branding if required.
- **Flexibility.** Customers can easily tailor the questionnaire to fit specific needs and target audience.
- **Insights and information gathering.** Quantitative and qualitative data can be gathered giving you a deeper understanding of the person's opinions, attitudes, and behaviours.

Analysis and decision-making:

- Data analysis is easier and faster as teams can view an individual questionnaire response and make quick adjustments to the service based on feedback.
- Data can be shared with other statistical software to identify trends, patterns, and relationships in the data.
- Data-driven decisions. The insights you gain from questionnaires can inform your future decision-making.
- Longitudinal studies. You can use questionnaires to track changes in attitudes, behaviours, and opinions over time, providing valuable insights for long-term projects.

3 Designing a questionnaire

RIVIAM will work closely with your organisation to support you to plan, design and implement a questionnaire campaign which allows you to gather quantitative and qualitative data.

You can send questionnaires based on a referral or by person.

Questionnaires can be presented using the Government Digital Service (GDS) standard and can display organisational branding if required.

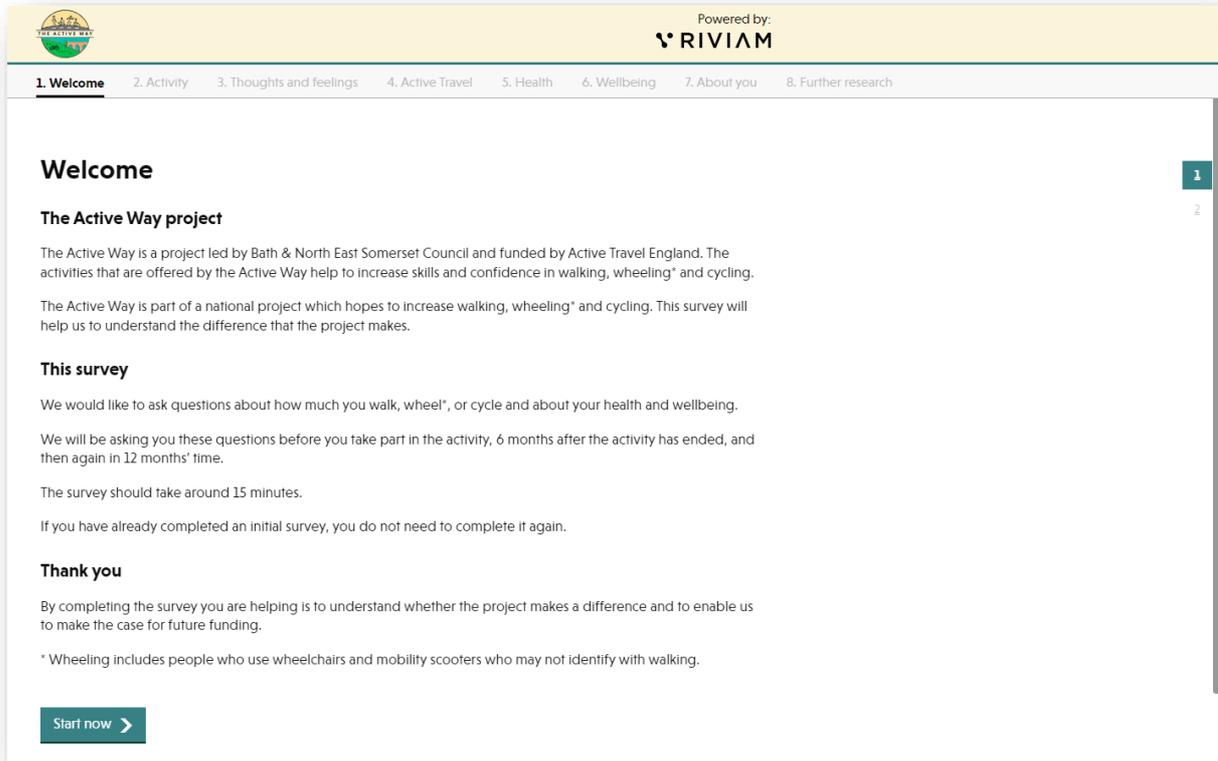


Figure 1 Example of a questionnaire with customer branding



Figure 2 Questionnaire design

4 Setting up the campaign

Customers can determine when the person should receive the questionnaire.

They can be automatically triggered when the referral is progressed to a particular step in the referral management process or triggered based on an agreed timeframe.

Each of these criteria determines how the campaign is run. For example:

- A campaign might send out a questionnaire when a referral is moved to a particular step. A campaign might be triggered six months after receipt of a referral,
- A campaign might send questionnaires six months after completion of a questionnaire from an earlier campaign.

A questionnaire link can be sent to a person by email or SMS.

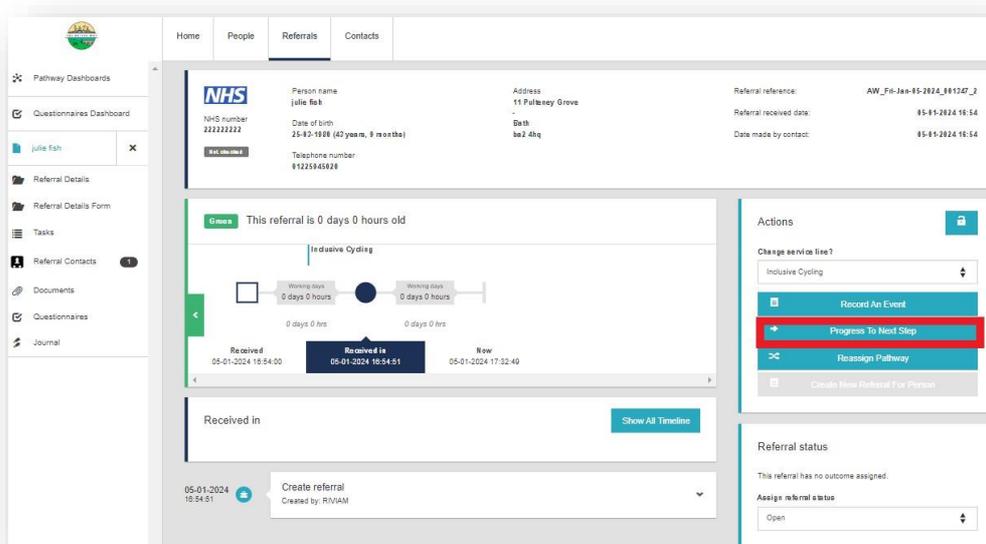


Figure 3 Progress to next step

If the trigger is moving the referral to an agreed step in the pathway or pod, to progress the referral to the next step, a RIVIAM user should:

1. Select Progress to Next Step in the referral navigator.
2. A pop-up box will open and select the step e.g. “Send questionnaire”.

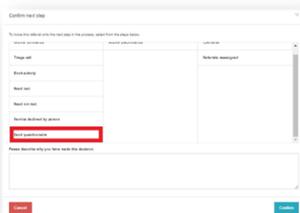


Figure 4 Select the step to automatically trigger send questionnaire.

3. Add a description.
4. Select Confirm.

The questionnaire will be emailed to the person’s email address included on the referral form, or an SMS to their phone number.

5 Completing the questionnaire

The person completing the questionnaire will progress through each question in the questionnaire. The sequence of the questions is displayed vertically on the right-hand side of the screen.

When the person clicks to continue, the response to the previous question will be saved. This allows the person to complete some questions and return to the form again to complete the remaining questions.

Check your answers before submitting

(Scroll down if necessary to view more)

Activity

What is the activity you are participating in?	Inclusive Cycling	Change
Who referred you to, or how did you find out about this activity?	<ul style="list-style-type: none"> • A social prescribing link worker 	Change
What do you hope to get out of this activity?	<ul style="list-style-type: none"> • To learn new skills • To improve my physical health 	Change
Are you bringing any children (younger than age 18) to the activity?	No	Change

Thoughts and feelings

How confident do you feel?	Cycling in your local area: Fairly confident	Change
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Now submit your form

By submitting this form you are confirming that, to the best of your knowledge, the details you are providing are correct.

[Submit form >](#)

Figure 5 Review questionnaire

People completing the questionnaire have the opportunity to review and change their responses before submitting the referral. Once submitted, the person completing the questionnaire will receive confirmation of their submission.



Powered by:



Survey submitted successfully

Contact details for The Active Way

If you would like to speak to someone about your survey, please get in contact:

Email: info@theactivewaybathnes.co.uk

Figure 6 Confirmation of submission

6 Monitor responses

6.1 User access rights to questionnaires

Organisations can give their RIVIAM users various levels of access to enable them to review questionnaire responses.

- **Admin role** – will be able to access a person's referral(s) relevant to their organisation and have a read-only view of the individual response(s) to the questionnaire.
- **Campaign Manager role** – will be able to access a person's referral(s) relevant to their organisation and the campaign dashboard via the Referrals page. They can see the status of each questionnaire and download the responses from the questionnaires that are completed.
- **Researcher role** – users with Researcher rights will not be given access to a person's referral(s) but be able to download the responses from the completed questionnaires in JSON file format. A CSV file will be available if required.

6.2 Individual responses

If a person has completed the questionnaire, the authorised RIVIAM user can view the responses from within the person's record. This is a read-only view.

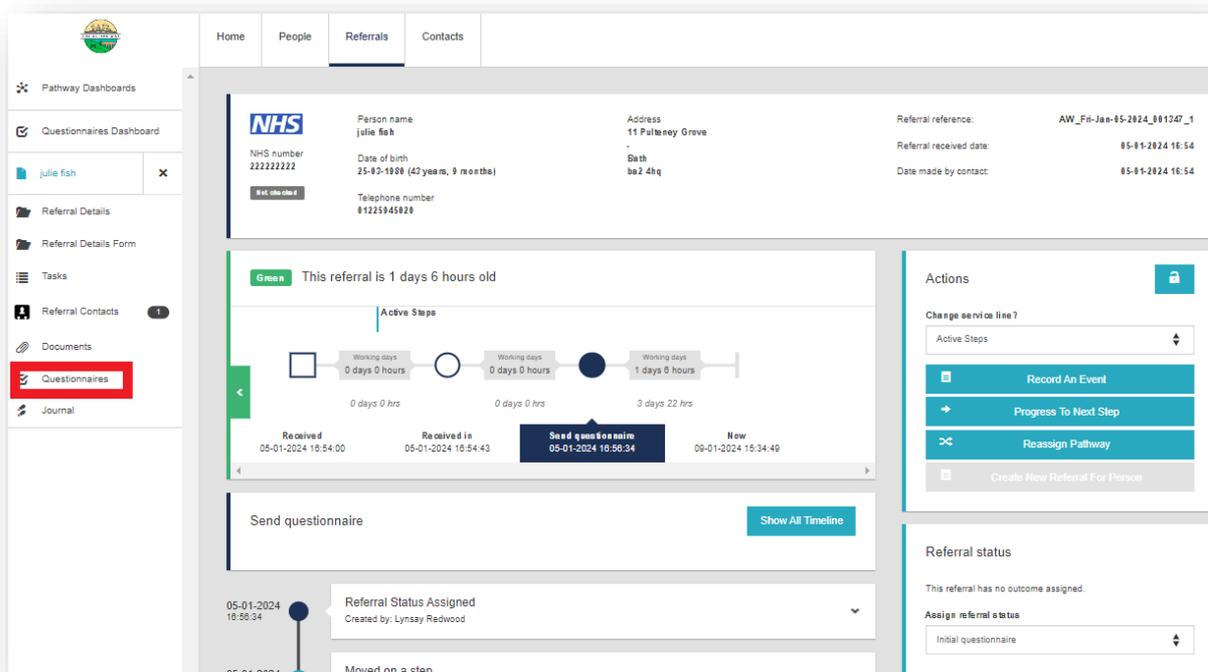


Figure 7 Questionnaires tab.

Select the Questionnaires tab on the left-hand navigation menu and this will open a new page.

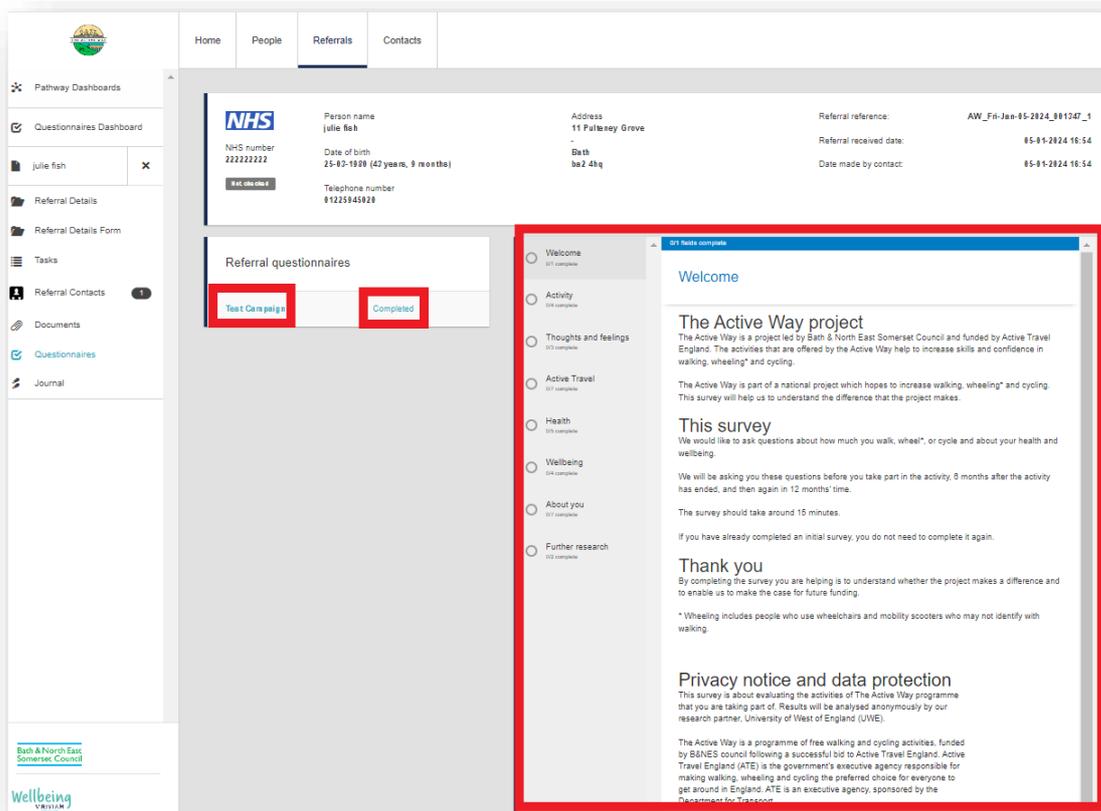


Figure 8 Questionnaire Status.

This page displays the name of the campaign and the status of the questionnaire. If the user selects the name of the questionnaire, and if the status of the questionnaire is completed, the file will open, and you will have a read-only view of the responses.

6.3 Questionnaires dashboard

To access the Questionnaires dashboard, select the Referrals page and if the user has access rights, the option to select the Questionnaires dashboard is on the left-hand navigation menu.



Figure 9 Questionnaires dashboard.

To access a campaign, click the arrows and a drop-down menu will appear. Choose the questionnaire you would like to view either by campaign or by pathway(pod).

6.3.1 Campaign or pathway

Campaign encompasses all the questionnaires that have been submitted in this campaign. A campaign might, for example, be issued to all people with a referral, or all people with a referral at a 6 month interval.

The screenshot shows the 'Questionnaire Campaigns' dashboard. The filter is set to 'By campaign'. The table below shows the data for two campaigns.

Campaign	Total	Sent	Read	In progress	Completed	Pending	Errored
Test Campaign	37	14	0	7	19	0	0
Second Test Campaign	1	0	1	0	0	0	0

Figure 10 Questionnaire by campaign

Pathway includes all questionnaires that have been submitted related to referrals in a single pathway or pod.

The screenshot shows the 'Questionnaire Campaigns' dashboard with the filter set to 'By pathway'. The data is grouped into three sections: Snap and Stroll questionnaires, Active Steps questionnaires, and Walk and Talk questionnaires. Each section has a table with the following columns: Campaign, Total, Sent, Read, In progress, Completed, Pending, and Errored.

Snap and Stroll questionnaires							
Campaign	Total	Sent	Read	In progress	Completed	Pending	Errored
Test Campaign	8	3	0	1	2	0	0

Active Steps questionnaires							
Campaign	Total	Sent	Read	In progress	Completed	Pending	Errored
Test Campaign	11	5	0	3	3	0	0

Walk and Talk questionnaires							
Campaign	Total	Sent	Read	In progress	Completed	Pending	Errored
Test Campaign	5	2	0	0	3	0	0

Figure 11 Questionnaire by Pathway.

Each view of the dashboard will give the Campaign manager a view of how many questionnaires they have in:

- Total
- Sent
- Read
- In progress
- Completed
- Pending

- Errored.

If you select a questionnaire by campaign or questionnaire by pathway, a new page will open, and this will list the referrals where the questionnaire has been sent.

The user can also filter by date range and status of the responses.

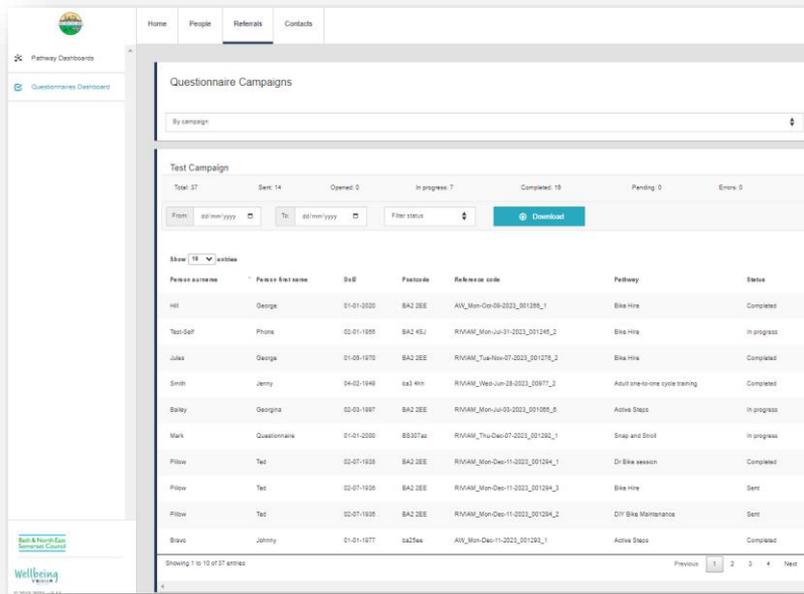


Figure 12 Dashboard of questionnaires sent.

If the user selects any name on the list, this will open the person's referral record.

6.3.2 Downloading data

Researchers can download a JSON file to extract data for further analysis. Only data from completed questionnaires is exported. A csv. file can also be provided as required.

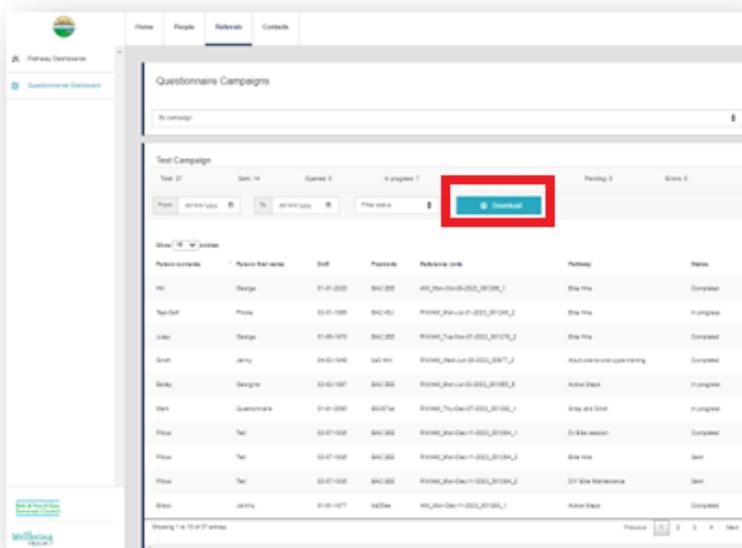


Figure 13 Download data.