

formic

NHS Customer Experiences

"Formic supplies high speed data reports to Health Professionals from School Health Profiling to outside agencies, such as Age Concern. The system has been in constant use for 3 years, saving time, cost and improving overall efficiency. We are looking forward to implementing on-line surveys in the future."

Denise Routledge, Data Analyst, Knowledge Service
Newcastle and North Tyneside PCTs

"Our team manages clinical audits for the whole Trust and are typically handling up to 100 audits at any one time with the majority using the Formic system. Some audits require up to 2,000 pages of information scanning and capturing, for example the Healthcare Commission's Patient Surveys in which we use Formic to design the survey into an A3 double-sided booklet. We have five people designing forms and one that does the scanning as well as myself liaising with Formic support to ensure the projects run smoothly. We find that the modular software makes it easy to share jobs among the team. As a Formic user for over seven years, we don't need to be sold the benefits. You can create professional-looking proformas that collect the right information and the forms encourage people to complete them neatly. Formic processes the forms both quickly and accurately especially when using recommended supporting software i.e. computer spec and scanner. This means we can manage high volumes of work with relatively few staff and it helps free up more time for analysis and report writing."

Carl Walker, Clinical Audit, Standards & Effectiveness (CASE) Team
University Hospitals of Leicester NHS Trust

"Podiatry is most certainly the service for which we use Formic the most. We often audit 20 sets of records from 16 different clinics over the locality. We also use Formic to collect clinical data and carry out patient surveys - sometimes processing as many as 2,000 forms in one go. It would take days to manually input data on this scale and manual data entry is much more prone to mistakes. With Formic you get fast, accurate data collection. I can also produce reports infinitely faster than using Excel on its own because of the speed with which Formic does the analysis. Following a visit to Leicestershire PCAG, we are now looking to adapt our existing GPAQ form to a Formic equivalent so the completed forms can be downloaded to a centralised database."

Carol Riggall, Clinical Governance Co-ordinator
Southport & Formby NHS Trust

"With the Formic system we can design high quality questionnaires that look professional and, more importantly, help us capture the right sort of information. The big plus for clinical audit projects is the ability to automatically scan forms directly into the database. We also recently undertook a European transport survey in which 7,500 forms were distributed to patients, staff and the public - if we had to do it manually, we would have been there forever. The number of questionnaires we handle is increasing so we are looking forward to putting Formic e-Forms on our Internet site, for all our projects including patient and staff satisfaction surveys. Formic offer an excellent on-site training programme which we found to be very convenient, well-taught and immensely beneficial."

Sandy Chivers, Governance Support Unit Manager
Royal Devon & Exeter NHS Foundation Trust



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"Manually inputting the data from 50 patient surveys took eight hours. In the re-audit we used Formic and this time it took just one hour to scan and validate them."

Sheila Daly, Clinical Audit Facilitator
Central Manchester & Manchester Children's University Hospitals NHS Trust

"We have been using Formic since May 2000. We use it for a number of ongoing projects including building an anaesthetic audit database and as a surveillance tool for the Infection Control Department as well as any appropriate ad-hoc clinical audit projects. Once the forms have been scanned, the results are imported into an Access database for analysis and reporting. Formic is best suited to volume forms processing; it saves a lot of time over manual inputting."

Stephen Mangan, Clinical Audit Systems Support Officer
Aintree Hospitals NHS Trust

"At the Conwy & Denbighshire Trust's Clinical Audit Department we view the Formic system as the fourth member of our team! Not only are we able to take on more projects due to the faster turn-around time, but we are also able to manage larger projects, including one with 2,000 returns for the BBC. Having the system means that we are able to think about different types of projects, such as collecting prevalence data and patient scoring surveys, which was difficult and inaccurate previously. Finally, the discipline of designing the forms means that we are able to question auditors on the exact data collection they require from their project, which is obviously the difference between a well-focused audit and data collection for its own sake."

Debbie Doig-Evans, Modernisation Team
Conwy & Denbighshire NHS Trust

"We've been using Formic for two and a half years, mainly for patient records, satisfaction surveys and for capturing clinical information. We recently upgraded to Formic r4.3 and invested in two days user training. Undoubtedly the biggest benefit is the speed of processing versus manual entry and ease of analysis – with Formic you scan the data straight into the database. The design module allows us to create the form while sitting with the clinician – it's easy to make amendments there and then."

Jane Cole, Lead Clinical Audit & Effectiveness Co-ordinator
Kings Lynn & Wisbech Hospitals NHS Trust

"In the last 12 months we have processed some 50,000 questionnaires using Formic and will scan more next year. These include questionnaires for community record keeping, clinical governance and child protection. Our team is also responsible for co-ordinating and supporting GPAQ for 700 GPs across 184 practices in the county. This project alone generates 38,000 4-page surveys that are scanned and processed using the Formic system, working everyday from 9:00am to 6:00pm – and this is even possible with our old scanner. It's quicker and much more accurate than manually entering the data into Excel. Despite some initial reservations, Formic has managed very well and does what we want it to. It's helped facilitate links with the GPs and I have confidence in the accuracy of the results because none of the GPs has ever queried the reports we give them or the quality of the underlying data."

Stephen Ashmore, PCAG Manager
Leicestershire Primary Care Audit Group
