



# Promatica

Quality Portal

A digital patient safety reporting tool that allows healthcare organisations to manage their quality and improve upon it

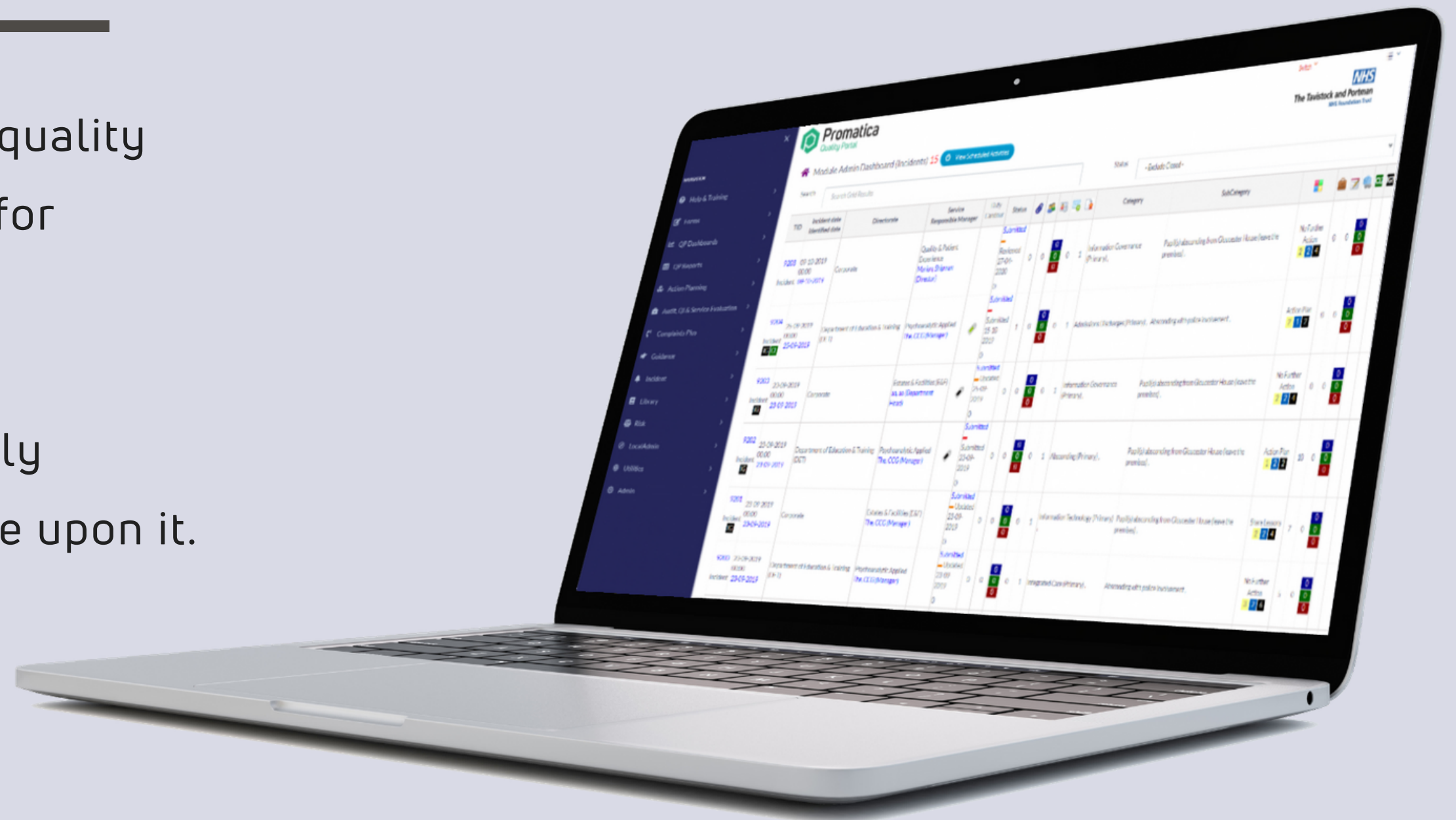


# What is Quality Portal?

---

In a nutshell, Quality Portal is a quality reporting and management tool for healthcare organisations.

The system allows you to digitally manage your quality and improve upon it.



# What you can manage in Quality Portal

Seven key modules sit within Quality Portal allowing you to manage your quality and helping you evidence you have met CQC requirements.

**1** | *Complaints & PALS*

**3** | *Risks*

**2** | *Incidents*

**4** | *Action Plans*

**5**

*NICE Guidance  
Management*

**7**

*Document  
management with  
Digital Library*

**6**

*Clinical Audits, Quality  
Improvement & service  
evaluation projects*

# Benefits of using Quality Portal

## ***Saves time***

Manage quality in one place, which helps save time

## ***Web-based***

Web-based system, meaning you can access the software from any device and place

## ***Service offered***

Excellent support and service

## ***Cost effective***

Our solution does not break the bank

# Key Features in Quality Portal

The different key features\* that sit within the modules



\*The number of features is not limited to the above with many more detailed features available in the system

# Key features in Quality Portal

## Action plans

Action plans is a standalone module in the system, but also operates within other modules. You can generate a full overview of all the action plans you have, add action plans to specific quality items and send automatic reminders to staff.

## Category mapping

To better manage your quality, you can assign your different items to categories.

## Communication

Directly email from the system and attach files to the email. Additionally, you are able to log your communications from conversations over the phone to, face-to-face meetings, letters and many more.

## Attachments

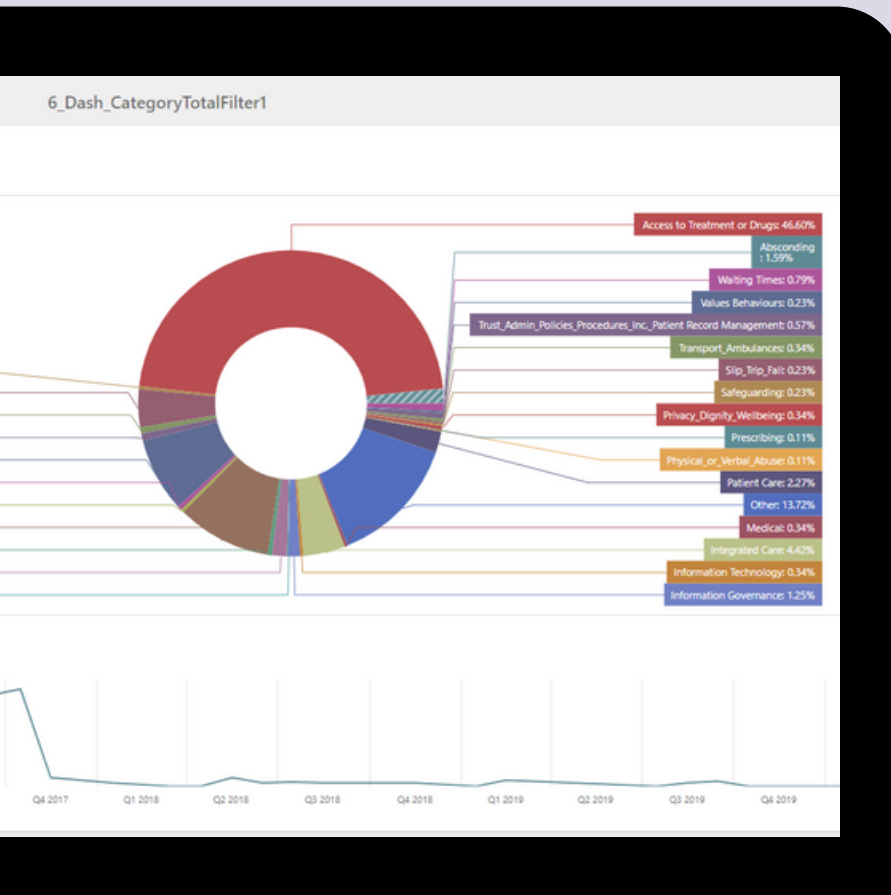
Upload documents straight from your computer onto the system and attach them to specific quality items you are working on. This way you keep your documents all in one place and at the ready as you need them.

## Collaboration

You can add team members to items in the Quality Portal. This feature means you can easily collaborate in the system.

## Help icon

Whenever you see a text box with three dots, we are offering additional information. Think of for instance noting down if an incident is a Patient Safety Incident. You don't have to move away from the system to be reminded what this incident type entails.



# Key Features in Quality Portal

## Interlink quality items

You can link different quality items to each other, such as an incident to a risk. This is very helpful to straight away get a clear overview of which items should be considered together or influence each other.

## Outcome management

Register the outcome within the system for a specific item. List a complaint as for instance 'resolved' or 'not upheld'.

## Status

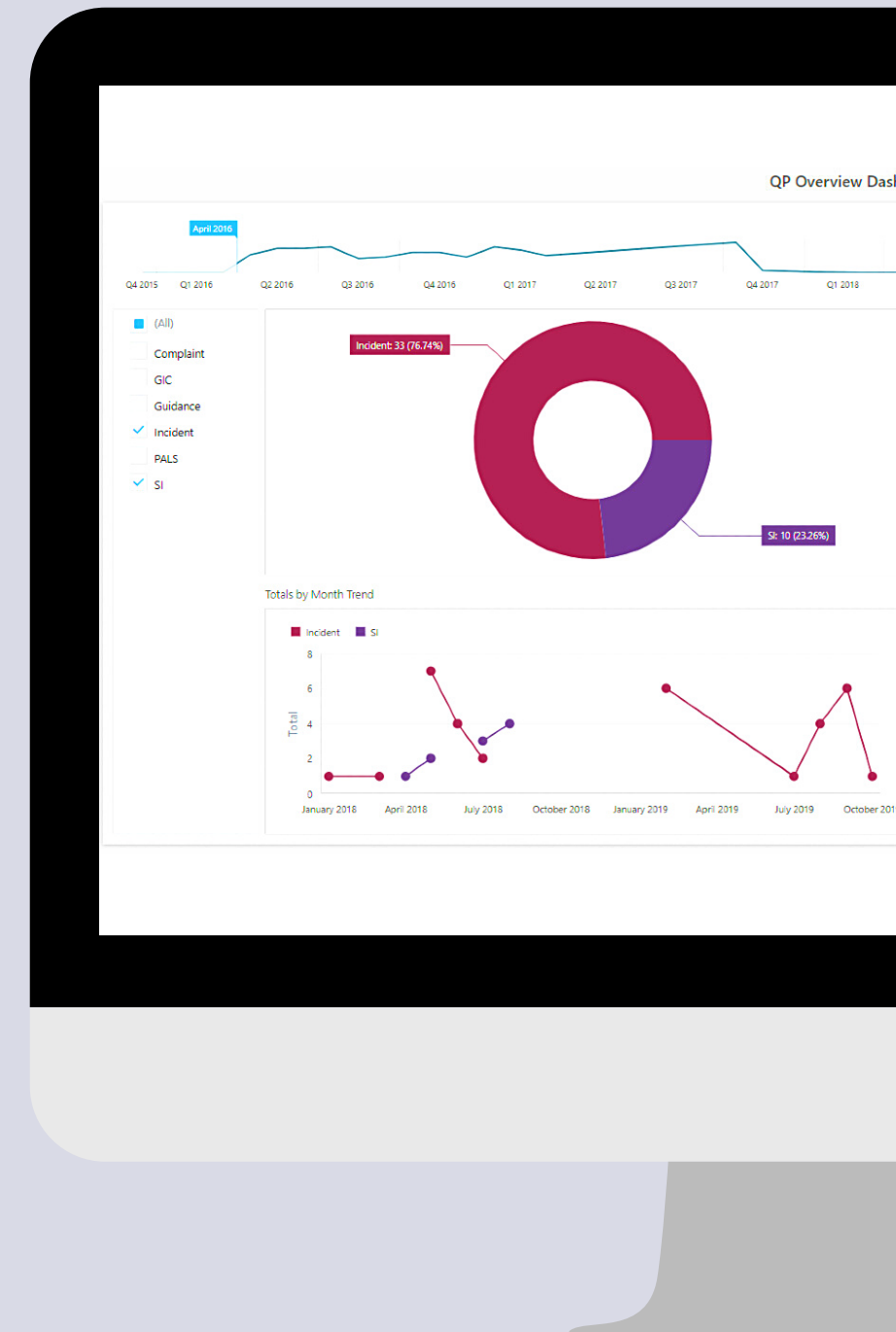
Update the status of specific quality items at any time so you and your team are up to date on the current status, e.g. 'Report submitted'.

## Lessons learned

Especially useful for the CQC, you can list the lessons learned from a specific quality issue. Listing this in the system quickly allows you to show how you have improved on your quality knowledge and practice and share more widely within your organisation.

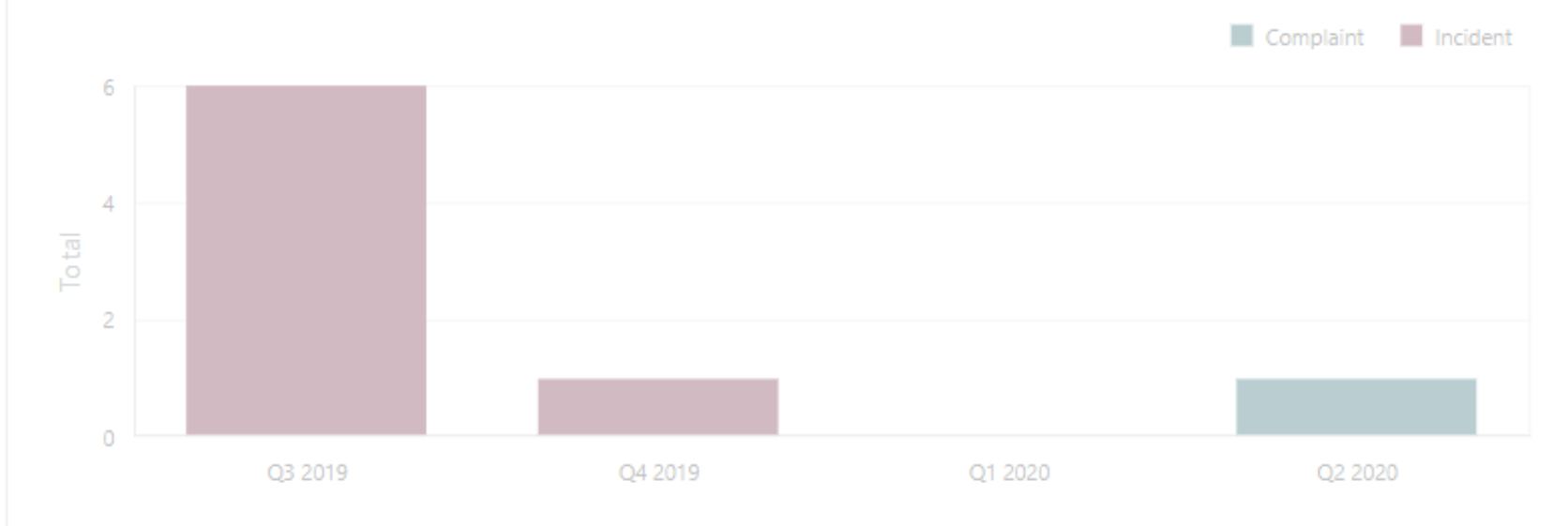
## Schedule tasks

Schedule tasks and request to be reminded of these tasks. You can quickly view how many tasks are overdue, finished and how many tasks you've set in total. This way you can keep up to speed without having to click into the specific item.





- Complaint
- GIC
- Guidance
- Incident
- PALS
- SI

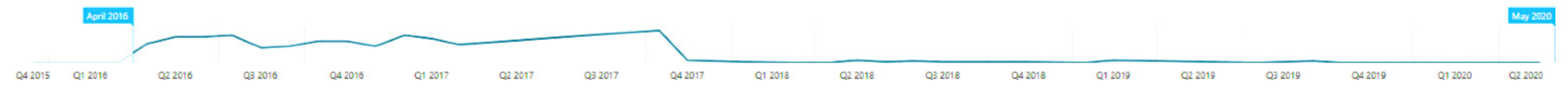


# Generate quick overviews & graphs

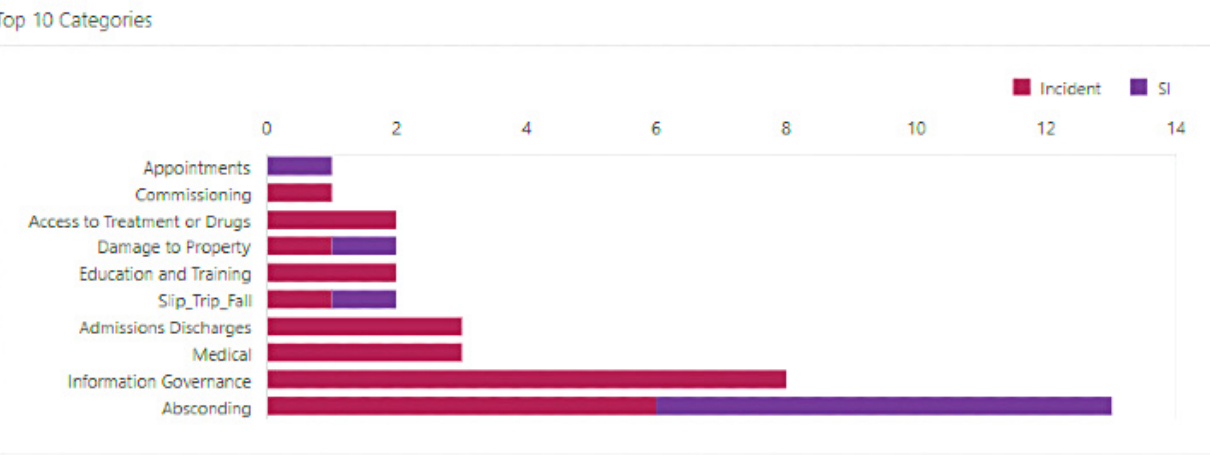
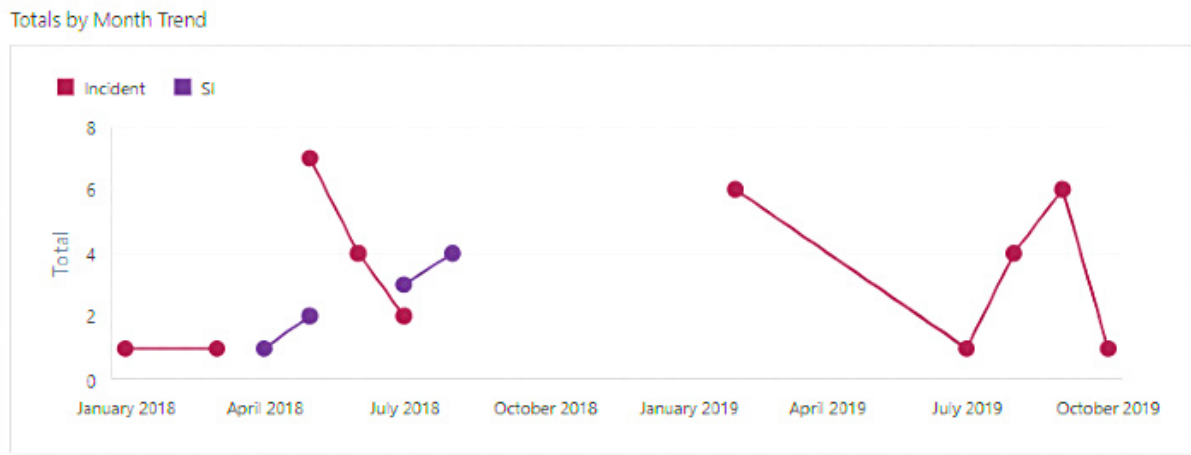
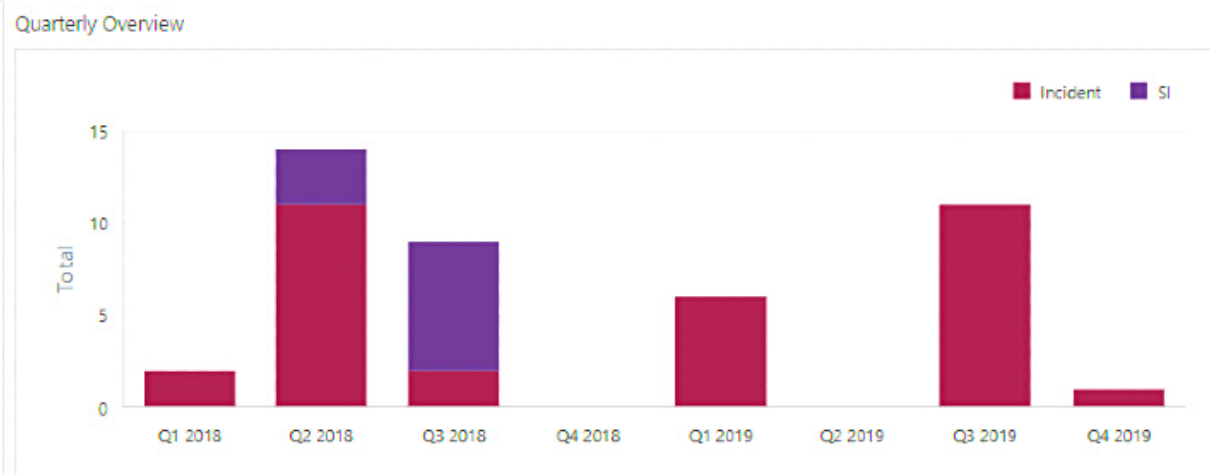
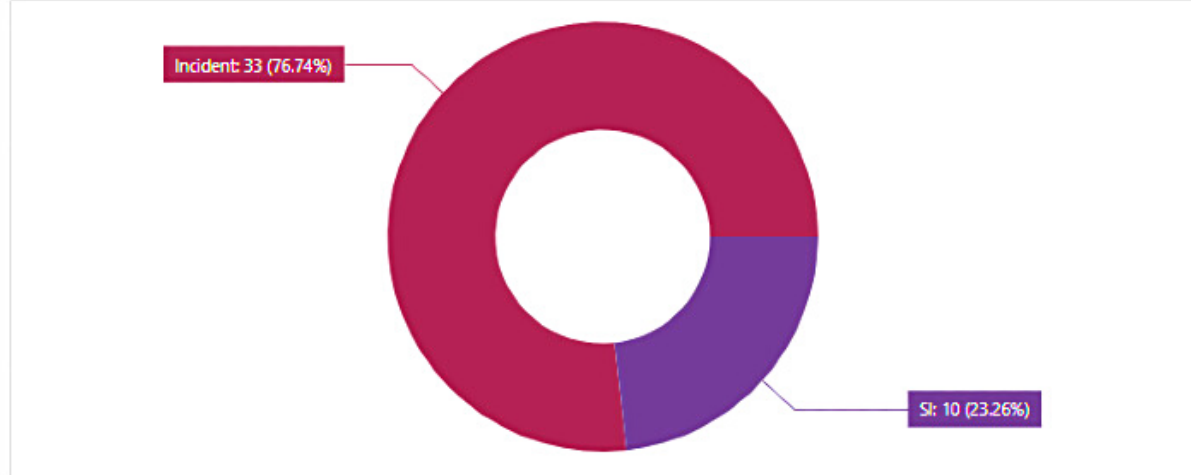
Key information at your fingertips

Incident ID	Date	Department	Manager	Status	Submitted	Updated	Complaint	Incident	Category	Description	Action Plan	Complaint	Incident
9204	25-09-2019 00:00	Department of Education & Training (DET)	Psychoanalytic Applied The, CCG (Manager)	Submitted	15-10-2019		0	0	Admissions Discharges (Primary),	Absconding with police involvement,	Action Plan	2	1
9203	23-09-2019 00:00	Corporate	Estates & Facilities (E&F) aa, aa (Department Head)	Submitted	25-09-2019		0	0	Information Governance (Primary),	Pupil(s) absconding from Gloucester House (leave the premises),	No Further Action	2	2
9202	23-09-2019 00:00	Department of Education & Training (DET)	Psychoanalytic Applied The, CCG (Manager)	Submitted	23-09-2019		0	0	Absconding (Primary),	Pupil(s) absconding from Gloucester House (leave the premises),	Action Plan	1	2
9201	23-09-2019 00:00	Corporate	Estates & Facilities (E&F) The, CCG (Manager)	Submitted	23-09-2019		0	0	Information Technology (Primary),	Pupil(s) absconding from Gloucester House (leave the premises),	Share Lessons	2	2

# QP Overview Dashboard



- (All)
- Complaint
- GIC
- Guidance
- Incident
- PALS
- SI



Search  Status

TID	Incident date Identified date	Directorate	Service Responsible Manager	Duty Candour	Status						Category	SubCategory					
9208 Incident	09-10-2019 00:00 09-10-2019	Corporate	Quality & Patient Experience Marion, Shipman (Director)		Submitted Reviewed 27-04-2020	0	0	0	0	1	Information Governance (Primary),	Pupil(s) absconding from Gloucester House (leave the premises),	No Further Action 2 2 4	0	0	0	0
9204 Incident	25-09-2019 00:00 25-09-2019	Department of Education & Training (DET)	Psychoanalytic Applied The, CCG (Manager)		Submitted Submitted 15-10-2019	1	0	0	0	1	Admissions Discharges (Primary),	Absconding with police involvement,	Action Plan 2 1 2	0	0	0	0
9203 Incident	23-09-2019 00:00 23-09-2019	Corporate	Estates & Facilities (E&F) aa, aa (Department Head)		Submitted Updated 25-09-2019	0	0	0	0	1	Information Governance (Primary),	Pupil(s) absconding from Gloucester House (leave the premises),	No Further Action 2 2 4	0	0	0	0
9202 Incident	23-09-2019 00:00 23-09-2019	Department of Education & Training (DET)	Psychoanalytic Applied The, CCG (Manager)		Submitted Submitted 23-09-2019	0	0	0	0	1	Absconding (Primary),	Pupil(s) absconding from Gloucester House (leave the premises),	Action Plan 1 2 2	10	0	0	0
9201 Incident	23-09-2019 00:00 23-09-2019	Corporate	Estates & Facilities (E&F) The, CCG (Manager)		Submitted Updated 23-09-2019	0	0	0	0	1	Information Technology (Primary)	Pupil(s) absconding from Gloucester House (leave the premises),	Share Lessons 2 2 4	7	0	0	0
9200 Incident	23-09-2019 00:00 23-09-2019	Department of Education & Training (DET)	Psychoanalytic Applied The, CCG (Manager)		Submitted Updated 23-09-2019	0	0	0	0	1	Integrated Care (Primary),	Absconding with police involvement,	No Further Action 3 2 6	5	0	0	0

- NAVIGATION
- Help & Training
- Forms
- QP Dashboards
- QP Reports
- Action Planning
- Audit, QI & Service Evaluation
- Complaints Plus
- Guidance
- Incident
- Library
- Risk
- LocalAdmin
- Utilities
- Admin

# Some final notes on Quality Portal

## ***Flexibility***

There's great flexibility within the system. When we say flexibility within Quality Portal we do not mean a full bespoke high-costing solution, we are talking about malleable modules that can be configured so they fit well with what you actually need and what works best for your organisation.

## ***Different users, different accounts***

Quality Portal allows for different users with different permission levels.

# Purchase as Full Package or Individual Modules

Different organisations have different needs for reporting and managing quality. That's why we have adapted our offer to match what fits your organisation.

This means you can...

- ... just get the modules that you need
- ... choose to receive the full Quality Portal package.

**Complaints & PALS**

**Action Plans**

**Risks**

**Clinical Audits, Quality Improvement & service evaluation projects**

**Incidents**

**NICE Guidance Management**

**Digital Library**

# Expanding on Our Offering

With Quality Portal and our other solutions, we continuously aim to expand on our software offering.

Feedback from our current users as well as needs that arise in the NHS inform which new modules and features we develop.





# Who are we?



# **ABOUT PROMATICA DIGITAL**

Promatica Digital is a small company set up in the beautiful Yorkshire. The company was founded as digital solutions for the NHS grew in importance.

With over 25 years of experience working across the NHS, Promatica Digital has a unique perspective. With this insight we create solutions that actually make a difference and design software that is easy to use for people working in health and social care.



# Our other digital solutions

---



## **Web Tracker**

Track your prescriptions from arrival to destination, whether ward, health professional or patient



## **Temp Tracker**

Monitors medical fridge temperature, helping you comply to CQC requirements



## **Social Rx**

A full social prescribing solution including software for health and care organisations



## **Contract Tracker**

A key tool to support contract monitoring and performance and ascertain value for money



## **Document Library**

Digital library provides a full document management solution enabling staff across any organisation to access all the documents/operational policies

# Get In Touch With Us

Request more information, a quote or a demo

---

*Telephone*

0330 111 2842

*Email Address*

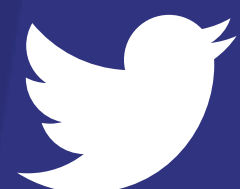
info@promaticadigital.co.uk

*Mobile*

+44 0796 775 6921

*Website*

[promaticadigital.co.uk](http://promaticadigital.co.uk)



Crown  
Commercial  
Service  
Supplier

