

Guide to Excel template

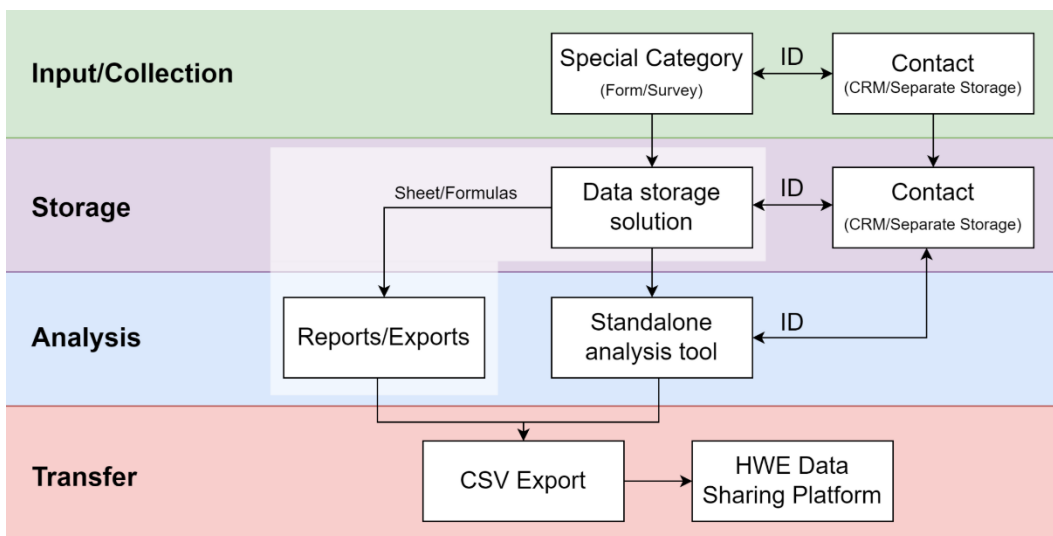
About this guidance

Healthwatch need a way to collect, store and analyse their data. This can be achieved using a CRM/database like Charity Log or Salesforce. Some Healthwatch have fed back that these solutions are not affordable.

This guidance covers low cost solutions using Excel – part of the standard Microsoft Office/365 suite. It looks at the pros and cons of data capture using a form or survey tool (Smart Survey), data storage using Excel and briefly touches on data analysis using Excel or Microsoft Power Bi – either the free or subscription service.

There is a step by step guide to setting up Microsoft Forms plus links to the templates for both Microsoft Forms and Smart Survey – both of which you can amend to meet the requirements of your Healthwatch. The templates are based on the Healthwatch taxonomy and there is a commentary on how this applies to the questions in the templates.

Components



There are four parts to the Excel template:

1. Input/Collecting your data

You have options to use Microsoft Forms, a form using Excel coding called Visual Basic or using a survey tool, like Smart Survey. The pros and cons of each approach are set out in the table below.

Tool	Pro	Con
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MS Form	<ul style="list-style-type: none"> • Easy to use • Prevents accessing data in the Excel spreadsheet and inadvertently changing it • Available if you have MS 365 • Simple to rebuild or amend 	<ul style="list-style-type: none"> • Limited functionality – there is no skip logic; you cannot have dependent lists eg if you choose hospital services, a list of hospitals is shown
Excel form	<ul style="list-style-type: none"> • User experience – minimise human error • Dependent questions/lists and skip logic • It can be customised eg check boxes, drop downs using coding contained in Excel 'Developer' 	<ul style="list-style-type: none"> • It uses VBA code - If you want to make changes to the questions in the form, you'll need to understand and apply the VBA coding • HWE unable to support
Smart Survey	<ul style="list-style-type: none"> • High functionality survey tool • Dependent questions/lists questions and skip logic • Data is downloadable into an csv file that can be converted/opened as an Excel file • Survey is customisable to your requirements 	<ul style="list-style-type: none"> • Data must be manually removed from the system as the Survey platform should not be used as a data storage solution. You will then need to manually update a master spreadsheet which some Healthwatch do already

We have produced a template using **Microsoft Forms** and **Smart Survey**. They are based on the Healthwatch taxonomy and include both the minimum taxonomy and wider taxonomy fields. Both can be customised to suit your requirements.

The **Excel Form** is one that was created by Healthwatch Devon/Plymouth/Torbay as an example and based on their particular requirements.

2. Storing your data securely

This approach uses Microsoft Excel to store your data. The Excel file should be stored on Sharepoint. The spreadsheet contains sensitive information - the risk of a data breach is something you need to mitigate against. You should therefore consider who has permission to access the file. The [template data protection policy](#) states only people who have been trained in data protection should have access to the spreadsheet – normally those involved in the data analysis and they comply with your acceptable use policy – i.e. what

staff/volunteers can and can't do with the data or with the computers you use to process the data. It is relatively easy to download an Excel spreadsheet to a personal laptop, with the increased risk of a data breach than, for example, exporting data from a CRM.

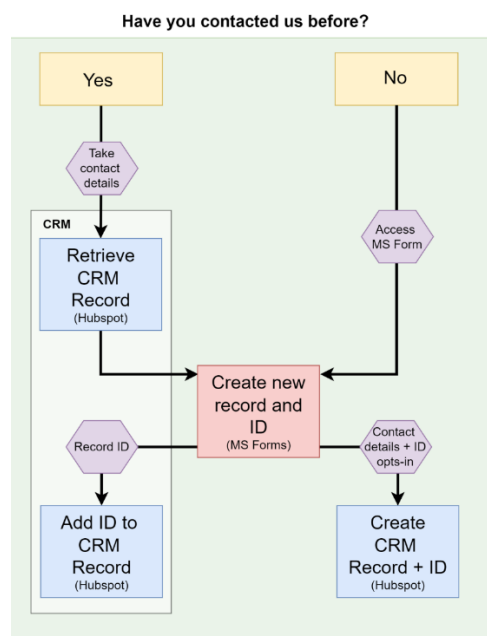
You should consider backup arrangements to prevent loss of data or if it gets corrupted – this is normally carried out by your IT provider or you can turn on automatic backups for [Windows or Mac](#).

Storing personal contact details with special category data

Where a Healthwatch needs to store personal contact details for case follow-up, patient pathways and to track opt-ins for media consent for case studies, a CRM offers a secure way to managing contact details and special category data. Using MS Excel for this purpose of contact management requires more consideration and careful handling.

The impact of a data breach is far greater when personal contact details are stored together with special category data, which includes information about an individual's health and care.

Your Healthwatch should consider how you will mitigate such risk. One approach is to store contact details separately from special category data and use a unique identifier (e.g. a number) that is stored on corresponding data entries. One solution offered by Healthwatch England, for example, is to store the contact details in Hubspot (free version of a CRM – you could use others like Zoho) and to store the number ID created by the Microsoft form against the Hubspot record – see diagram below. Instead of Hubspot, you could store the personal details in a separate Excel spreadsheet in a different folder, which could have restricted access (here is [how to do this in Sharepoint](#)), although this would be less secure than the Hubspot solution as both spreadsheets sit on SharePoint.



Further security considerations

Please refer to Appendix 1 which is a copy of the schedule on specific restrictions and safeguards from the data sharing agreement which is being introduced by Healthwatch England and sets out the roles and standards of

Healthwatch and Healthwatch England with regards the collection and storage of data.

3. Analysing your data

You have two options: either using Excel pivot tables, charts and other tools ([e learning on Excel is available](#)) **or** using Microsoft Power Bi – a data visualisation programme which produces charts and other visuals such as maps.

4. Transferring data to Healthwatch England

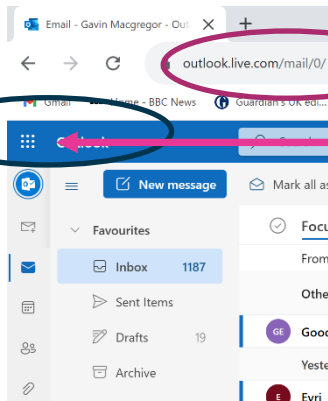
Healthwatch England will provide guidance on what data to export as a CSV file and share using the Data Sharing Platform either using Excel or Power Bi. The Data Sharing Platform provided by Healthwatch England will assist in your data being mapped to the Healthwatch taxonomy with the ability to save your mapping for future use.

Collecting your data

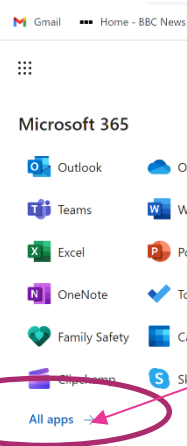
Microsoft Form

Microsoft Form is an app which is part of the Microsoft 365 apps. When you use the online version of Microsoft, the Form is dynamically linked to an Excel spreadsheet that sits in your SharePoint folder. SharePoint offers security, provided the Excel spreadsheet is not copied to your desktop, for example. See security section above.

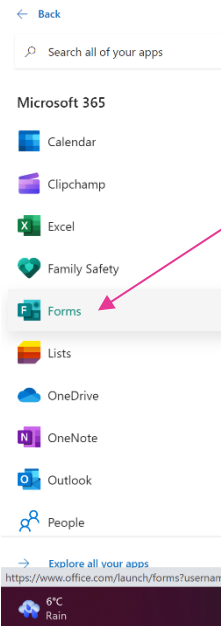
Where is Microsoft Form?



Go to online version of Microsoft Office. Click on 9 dots in top left hand corner



Look for Forms in list of apps. If you cannot see it, click on all apps

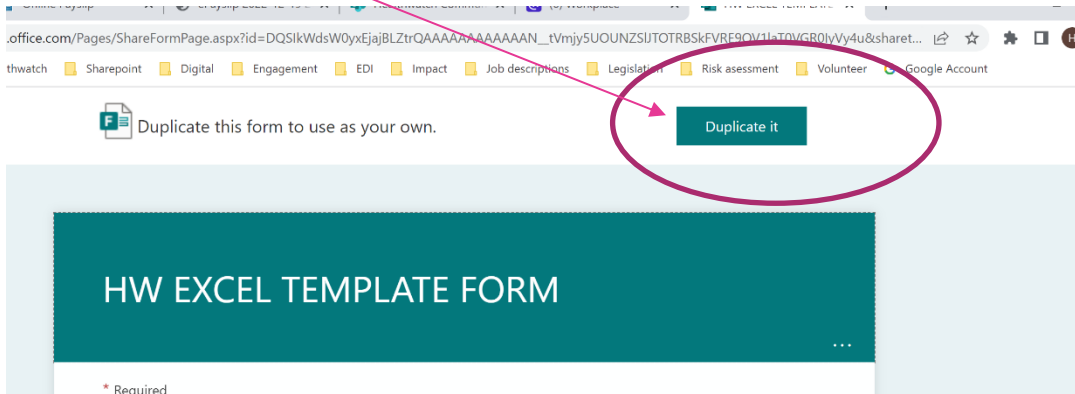


Click on Forms

Setting up your Form

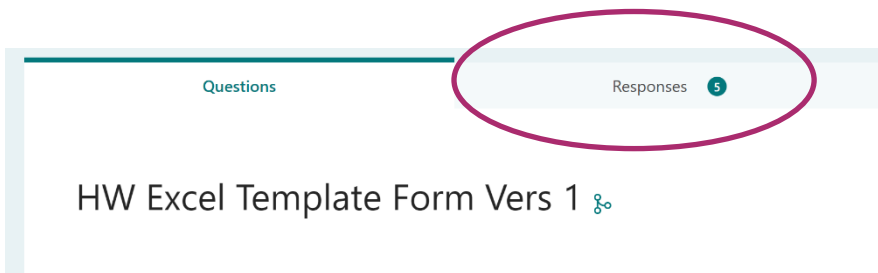
1. Here is the link to the form

2. Copy the form

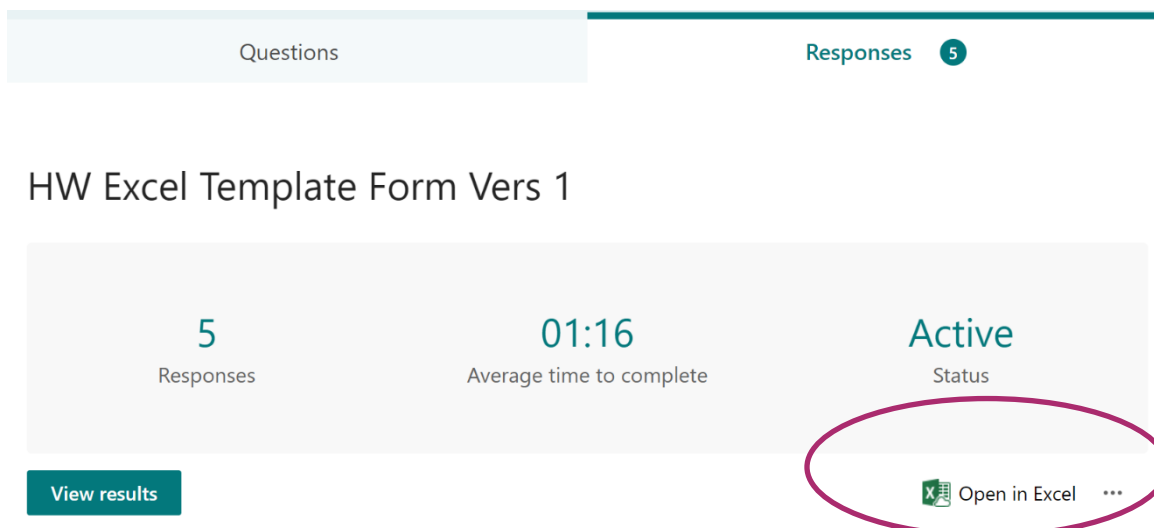


3. Review and edit the form to edit it so you collect the data you need. See page 9 for details about questions. Think about where you need to customize - information that your commissioner requires you to collect, for example.

4. See how the data will appear in the linked Excel spreadsheet.



1. To view the Excel spreadsheet linked to your form, click on responses tab



2. Click on Open in Excel

Excel Spreadsheet

It should look like this – notice the unique id and that email and name of the person completing the form are added automatically.

ID	Start time	Completion time	Email	Name	Which Healthwatch	Date of feedback	Feedback/Enquiry s	Feedback/Enquiry d	Safe
1	10/5/22 17:19:55	10/5/22 17:21:07	Gavin.Macgregor@hea	Gavin Macgregor	test 23	10/19/2022	sdklfjasdl	dfjaskl;	Yes
2	10/5/22 17:28:00	10/5/22 17:29:32	Gavin.Macgregor@hea	Gavin Macgregor	test 23	10/31/2022	fjddls	dlfjsdlfjds	No
3	10/5/22 18:22:42	10/5/22 18:24:00	Gavin.Macgregor@hea	Gavin Macgregor	test 23	10/20/2022	fjcklfjasdl	jsdalfjasdfkl;	Yes
4	10/6/22 9:10:54	10/6/22 9:12:25	Gavin.Macgregor@hea	Gavin Macgregor	test 23	10/14/2022	ljfsdklfjasdl;	new	No
5	10/6/22 9:18:06	10/6/22 9:18:53	Gavin.Macgregor@hea	Gavin Macgregor	test 23	10/18/2022	djsafklafjsdlfja	fjjasdfkl;jasd	Yes

Alternatives to Microsoft Forms

1. Smart Survey template

Smart Survey is a survey tool with functionality such as skip logic. This means it is more user friendly than Microsoft Forms and may lessen human error in data capture.

Healthwatch England have created a template survey for Healthwatch who hold a free Healthwatch England Enterprise licence to copy and use, based on the Healthwatch taxonomy (see section on the Questions used in the template and how they fit with the taxonomy). You can amend the questions to suit your needs. Log into your Smart Survey account. The survey will appear in "My Surveys".

SmartSurvey

Dashboard My Surveys Libraries Support Account

My Surveys

Display Settings Create New Survey

All Surveys

Survey Title / Date Created	Last Modified	Design	Collect	Results	Options
Excel Template Created: 24/11/2022 10:02	25 Nov 2022 15:39				0
Copy of Excel Template Created: 25/11/2022 09:42	25 Nov 2022 09:49				0

ID: 1201897

- Edit Title
- Settings
- Create a copy
- Clear Responses
- Delete Survey

How to copy the survey

Click on the three dots under "Options"

Once staff use the survey to capture engagement and information and signposting feedback, you can either use the analysis tools within Smart Survey or download into Excel and use its tools. There is a [guide to using Smart Survey](#) should you need it.

We strongly advise that you do not store your data in Smart Survey for data security reasons. Instead you should regularly download the data and store it securely on SharePoint into a master Excel spreadsheet – we suggest on a weekly basis - which you use for analysis – either using Excel tools or linking it to Power Bi.

2. Excel Form using Visual Basic

Healthwatch Devon/Plymouth/Torbay have created an Excel form using Visual Basic. To create such a form you need to turn on the Developer tab in Excel, create the form and save. If you want to use this approach, please contact gavin.macgregor@healthwatch.co.uk who can advise how to use it.

Analysing your data using Excel

You can use the tools within Excel to analyse your data, such as pivot tables and charts. [Our e learning on how to use Excel](#) can help you with how to use the analysis tools.

Healthwatch England made the offer of providing Healthwatch with basic charts and reports. Please get in touch with Healthwatch England so we can help you by contacting digital.data@Healthwatch.co.uk.

Analysis using Power Bi

Power Bi is interactive data visualisation software which has free and subscription-based versions. The latter allows you to publish to the web and share with other Power Bi users. There are videos to getting started with Power Bi such as [Leila Gharani's](#). Healthwatch England will organise webinars for Healthwatch interested in using Power Bi in early 2023.

About the questions in the Microsoft Forms/ Smart Survey template

The template is based on the Healthwatch taxonomy, plus questions that Healthwatch have fed back that they use. The taxonomy is split between the minimum and wider taxonomy. We are encouraging Healthwatch to adopt the minimum taxonomy to enable analysis across the country and between Healthwatch.

Smart Survey uses skip logic; Microsoft Forms does not.

Feedback summary

One line to give a sense of what the feedback is about.

Feedback/Enquiry summary

Mandatory free text box to capture the feedback

Safeguarding

Skip logic (Smart Survey) – choosing yes reveals Safeguarding details box

Signposted 1,2,3

An individual query may result in signposting to more than one service.

Sentiment

Part of minimum taxonomy. Please use categories. You can add categories if required.

Nature of enquiry/feedback

Part of minimum taxonomy. Please use categories. You can add categories if required. Selecting 'Engagement Event' (as opposed to 'Event') triggers skip logic and reveals Event detail, where you can add details such as name of community event.

Service category

Part of minimum taxonomy. You may wish to change / add categories. If you do, please consider how they will map to those service categories in the taxonomy. Healthwatch England can advise.

Service detail

Single line text box. If you have a list of services you could use skip logic and link to 'service category' – this could potentially be a big task and may be difficult to maintain.

Theme 1,2,3,4. Part of minimum taxonomy. You may wish to change / add categories. If you do, please consider how they will map to those theme categories in the taxonomy. Healthwatch England can advise. Use Theme 2,3,4 if an individual query covers more than one theme.

Demographics

Age, Gender, Ethnicity, Disability, Long Term Conditions

These are part of the minimum taxonomy. It is important to use these categories as it allows analysis between Healthwatch and across the country. The templates do not make these fields mandatory, although we are encouraging Healthwatch to collect such data due to its importance in informing analysis and understanding who we reach.

Skip logic applies when you select yes to 'Disability' and/or Long-Term Condition with a multiple selection for type of disability or long term condition as set out in the wider taxonomy.

Gender identity, sexual orientation, marital and civil partnership status, religion, pregnancy and maternity, nationality and seldom heard

These are all part of the wider taxonomy and therefore optional.

Some Healthwatch collect additional demographic data, such as income or employment status – you can add those should you require.

Caller details

Part of minimum taxonomy. You may wish to change / add categories. If you do, please consider how they will map to those service categories in the taxonomy. Healthwatch England can advise.

Staff categories

Part of wider taxonomy. You may wish to change / add categories.

Can I add or amend the questions on the forms (Microsoft Form/Smart Survey or Excel Form)?

Yes, you can and it is very easy to do so in either Microsoft Form or Smart Survey. However, changing the questions will alter the structure of the data in your Excel spreadsheet which will make it harder to analyse data before and after you make changes to your form so give it careful thought.

Appendix 1: Security considerations

Healthwatch collect and store sensitive personal information. As part of the data sharing agreement between local Healthwatch and Healthwatch England, sets out the roles and standards of Healthwatch and Healthwatch England with regards to the collection and storage of data. It contains a schedule with technical and organisational measures and security considerations set out below.

Technical measures

- Wherever possible you should pseudonymise and encrypt personal data. Pseudonymisation under GDPR means replacing any information which could be used to identify an individual with a pseudonym, or, in other words, a value which does not allow the individual to be directly identified.
- All devices which access personal data should be protected with appropriate cyber-security measures to prevent against data loss and unauthorised access, including but not limited to firewalls and anti-virus software.
- Remote devices should only access personal data by way of secure encrypted connection such as a Virtual Private Network.
- All portable devices should be encrypted.
- Measures for ensuring the ability to restore the availability and access to personal data in a timely manner in the event of a physical or technical incident (each party to take adequate backups for the personal data within their custody).
- Adequate technical access controls should be in place to prevent against unauthorised access.
- Reasonable and proportionate monitoring of systems and activities to ensure ongoing confidentiality, integrity, availability and resilience of processing systems and services.
- Processes should be in place for regularly testing, assessing and evaluating the effectiveness of technical and organisational measures in order to ensure the security of the processing.
- All records should be transferred securely using methods such as encrypted link forwarded to email (unprotected data is not to be attached to emails).
- Appropriate measures should be in place to protect data during storage.
- Appropriate and proportionate physical security should be in place at locations where personal data are processed.
- Database activity and system logs should be maintained.
- Measures for ensuring system configuration, including default configuration should be in place.
- IT security governance and management should be in place to ensure systems remain protected.

Organisational measures

- Appropriate policies and procedures, should be in place to cover areas such as data protection, information security, acceptable use, remote working, data security, breach reporting and retention.
- A robust organisational process must be in place to remove access when staff change role or leave employment.
- All staff and agents are to be trained in their obligations with regards to GDPR and how to manage data breaches and when requests are received from data subjects.
- Appropriate governance and oversight of systems and processes should be in place to ensure integrity, availability and confidentiality of personal data is maintained.



healthwatch

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