



More Than Just Surveys.

Is a CPD Approved provider based in Cambridgeshire, offering friendly and interactive sessions tailored to the individual's or organisation's needs.

They are passionate about maintaining and improving the quality of life of adults living with diabetes, regardless of their age or circumstances.

At a glance

Issues to address

- Lack of insight into attendees' confidence levels before and after training
- Need for a user-friendly engagement solution for both our team and learners
- No centralised system to track and analyse training impact and feedback
- Time-consuming process of manually collating and consolidating feedback data

Results

- Definitive evidence as to the success of the training
- Confirmation that the training is well received
- Opportunity for attendees to easily make suggestions for content improvement
- Ability to efficiently create reports for internal and external use

Objectives

To gain deeper insights into our learners' needs and identify opportunities for enhancing and expanding our services, ensuring continuous improvement in the training we provide.

Solution

DUET diabetes has been using Gather to collect and collate pre- and post-workshop confidence surveys and feedback, allowing them to measure the impact of their training and identify areas for improvement via a centralised dashboard.

The feedback gathered has also been helping them refine and expand their offering, ensuring they continue to meet the evolving needs of learners and deliver high-quality training.

Furthermore, Gather has also become a key part of the DUET diabetes sales funnel by assessing demand in specific locations before setting up a workshop, ensuring efficient resource allocation and better accessibility for attendees.

Results

"Gather has been an invaluable tool for us in collecting and analysing attendee confidence surveys and feedback from our workshops," explained Lynne.

"The platform is intuitive and easy to use, making it simple to gauge interest, refine our services, and expand into new areas. The team behind Gather is incredibly approachable, providing prompt and reliable support whenever needed."

The reports generated from the collated data have demonstrated the value and impact DUET diabetes brings to customers in meeting their desired training outcomes and, more importantly, to people living with diabetes.

Gather's Objectives

Gather provide a platform to help all parties (educators, attendees and potential customers). Respondents can express themselves far more easily than ever before, whilst giving the business a very easy, intuitive, effective and efficient way to see the analysed results of these submissions.

This not only efficiently gives the business greater insights, but also makes data driven decisions far more effective, as they are based on the majority (not the minority) of the business's audience. However it also allows the business to respond to minority voices as appropriate.

The Gather platform gives the business necessary evidence to easily demonstrate to existing and future commissioners that they can deliver and evolve in line with learners needs.

The financial savings the platform can make an organisation are significant, so easily outweigh the costs.



Lynne Reedman
Founder, DUET diabetes

