

# MJog Friends and Family Test solution

MJog offers two interactive solutions for the Friends and Family Test. The MJog Premium service allows Friends and Family Test messages to be delivered after an appointment (via SMS, voice or email), while the MJog Friends and Family Test 'app' ensures patients can respond immediately before leaving the practice.

Both use MJog's Practice based system to automatically collate results, which are then immediately available in a modern graphical presentation that assists Practice management to quickly evaluate patient responses. Data from both methods can also be exported in a format ready for monthly reporting to NHS England.



## What are the benefits of MJog's Friends and Family Test solution?

- **100% of patients covered** – the solution can be used by all patients following their GP or clinic appointment, even if the patient has opted out from the SMS messaging service, as they can record their responses in Practice via the MJog FFT app.
- **Measure your clinics effectiveness** – filter by clinics giving visibility of how effectively individual clinics are working, and how engaged patients are with your Practice.
- **Greater patient accessibility** – the Friends and Family Test 'app' is a great alternative to using SMS messages, as the app is highly visual - and is ideal to have in reception!
- **Quick responses** – either send messages (via SMS, voice or email) immediately after a patient's appointment, or gather before the patient leaves your Practice.
- **Anonymous survey** – the MJog Friends and Family solution gives everyone who uses your services the opportunity to feedback through a standard format, in an anonymous way whether it's through SMS, voice and email message or on a tablet through the app.
- **Accurate results provided** – only patients who have attended appointments will be able to respond using the 'app' by selecting their details e.g. day of birth, month of birth and first letter of surname.
- **Clear reporting** – ready for monthly extract and analysis to be sent to NHS England in the relevant format, and gives you your scores based on adjustable filters e.g. month, site, clinic.
- **Compatibility** – the app is available to run on iOS or Android devices.

MJog's Friends and Family Test solution is available as part of MJog Premium, which is part of the extensive range of interactive digital communications services offered by MJog. Call our team on 01353 741641 (Option 1) for more details or email [friendsfamily@mjog.com](mailto:friendsfamily@mjog.com)



w [www.mjog.com](http://www.mjog.com) t 01353 741641 e [friendsfamily@mjog.com](mailto:friendsfamily@mjog.com)

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