

The new NHS England requirement for General Practices to offer the Friends and Family Test to all patients is designed to give patients a voice which will help to improve experience and engagement with their local health service provider.

MJog's Friends and Family Test solution uses multiple digital channels to help you increase your engagement across all patients, whatever their age. Our Practice based system automates the process of gathering and collating FFT feedback through either SMS, Email, Voice or our new app which is an integral part of the MJog Premium package.

- **Anonymous FFT survey** – MJog's FFT gives everyone who uses your services the opportunity to feedback using the standard question format, in an anonymous way, whether it's through SMS, voice or email message or on a tablet via the app.
- **100% 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 text messaging service (they can use the in Practice app to record their responses).
- **Accurate results** – 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.
- **Measure clinic effectiveness** – filter by clinics giving visibility of how effectively individual clinics are working, and how engaged Patients are with your Practice.
- **Quick responses** – feedback (via SMS, voice, email and app) is recorded immediately following a Patient's appointment.
- **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.



SMS



EMAIL



VOICE



PRINT & POST



PORTAL

How else does MJog increase levels of Patient engagement?



Provide patients with choice on how they receive your communications – whether this is through SMS, voice or email, patients opt in to how they wish to hear from you.



Patients can receive and reply to your communications 24/7, 365 days of the year system while they are on the go – while they are shopping, commuting and it fits in with their lifestyle.



Send annual Patient surveys via SMS rather than through the post – generate much higher response rates and dramatically cut time and costs needed.



Automatic appointment confirmation messages – means patients know exactly when their appointment is coming up.



Provides a two-way messaging service – which allows patients to cancel appointments which you can reuse for increasing access.



Prescription ready messages – can be sent to patients giving them notice of them exactly when they can pick up their prescription.

“We use our Annual Patient Survey to get feedback on our services... using an SMS campaign we delivered over 9,000 SMS messages which included a link to the survey generating over 5% response rate. It saved us handing out leaflets to patients and asking them to complete the survey by hand.”



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