# feedbackcentre

Training and run through

New Features

- Editable email notifications

- Tailored department lists for services

- Flagging 'safeguarding' reviews.

- Services can now be 'tagged'

- More than 5 themes per Review

- Brand new interfaces for the Review Management, Service Management areas.

- Brand new 'management' area to configure your Feedback Centre

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Cosmetic Updates
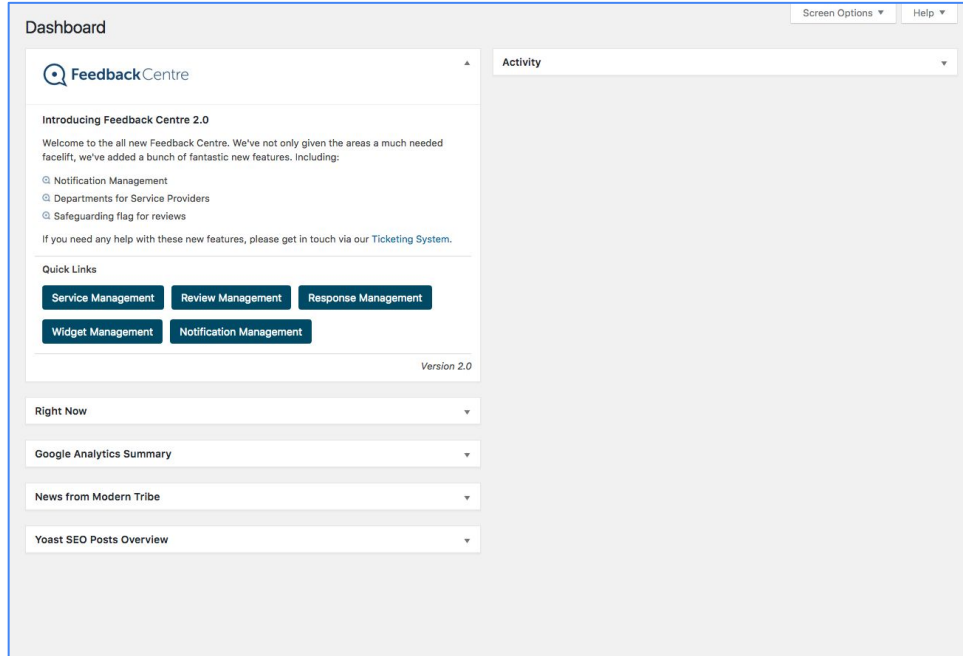
The dashboard in the CMS (Wordpress) has been updated to include some major branding updates and quick links.

Every-time we launch an update, this box will change to let you know what's new. Along with any links to our knowledge base. It also has a direct link to the ticketing system.

Review Management: Updates

Review Management has been given a makeover with the branding elements along with the following new features:

- Export is quicker and works better
- Edit a Review now includes a Safeguarding flag.

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Safeguarding flag

As part of a new initiative to ensure all reviews/pieces of feedback are dealt with in the correct manner/with a duty of care. We have added a new 'Safeguarding' flag in the CMS.

The system will also automatically look for the following words in a review and flag it up as a safeguarding issue:

- Abuse
- Neglect
- Suicide
- Violence
- Rape
- Grooming

We will be adding to these words over the coming months so all feedback is welcome!

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Service Management:

Service Management has also had a makeover, it also includes two new updates:

- Department
- Keywords

The exporter also works the same way as the Review Exporter. The search is a lot simpler too

Tailored department lists for services

The current Feedback Centre only allows a strict list of departments for each Hospital.

In the Feedback Centre 2.0 you can add different departments for every service. You can also (optionally) add a Contact Name and Contact Email address.

To aid in the search for services we've also added some keywords and tags that can be assigned to a service.

Departments

Department Name	Contact Name	Contact Email
Department Name	Contact Name	Contact Email Address	Add Department

Keywords/Tags

You can now assign tags or keywords to a service provider

To add a tag, type in the name of the keywords you want to create/assign to this seperated by a comma. (e.g Swimming, Tennis, Fun, Leisure)

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Editable emails

As part of the new updates you can now control what is sent in the notification emails from the Feedback Centre.

For example, when a user submits a review, you can now tailor the message sent rather than have a 'one text fits all' type of solution.

This can be found in the new 'Notification Management' section.

Feedback Centre Management Area

You can now manage your Feedback Centre set up in our brand new API interface.

In this area you can:

- Import Services
- Import Themes
- Import Questions
- Manage Categories
- Manage Sources and Themes
- Manage Feedback Form
- Create Email Configurations
- Export all reviews

URL: https://feedbackcentre.whitebearplatform.com/
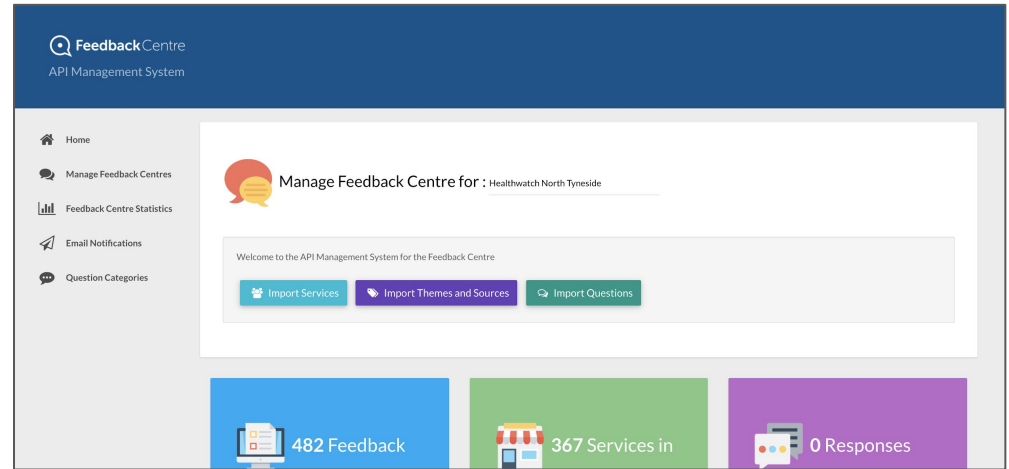
Feedback Centre Management Area: FAQ's

Why create a new management area for this? Why not just use Wordpress?

Our product is limited within the Wordpress Platform, the constrained nature of the code means a lot of the functionality we need cannot be achieved inside the CMS. So, in order to allow you to have the control you need, we've created a management area.

Can I break anything?

No – your logins will be tailored to your Healthwatch, meaning we will only allow you to have access to certain areas of the site.

Will I be able to access multiple Healthwatches?

If you manage multiple Healthwatches then yes, if you don't then we will lock it down to just your Healthwatch.

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LIVE DEMO

https://feedbackcentre.whitebearplatform.com/

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Feedback Centre Management Area: Importing

In order to import your data, you will need to use our 'import' templates. They can be found here:

Question template

Themes and Sources template

Service and Categories template
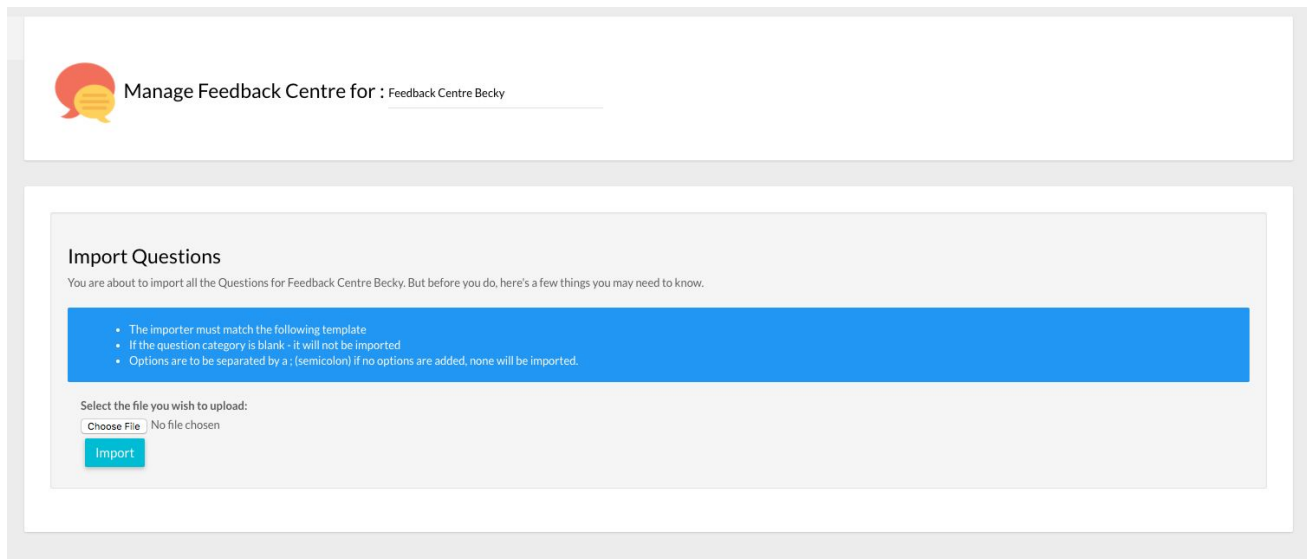
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Importing Questions

You'll be greeted by the Import Screen where you can upload the template.

There are rules:
- If the question category is blank - it will not be imported
- Options are to be separated by a ; (semicolon) if no options are added, none will be imported.

Once you've filled in your template, click the 'Choose File' button, select your file then import.

Manage Feedback Centre for : Feedback Centre Becky

Import Questions

You are about to import all the Questions for Feedback Centre Becky. But before you do, here's a few things you may need to know.

- The importer must match the following template
- If the question category is blank - it will not be imported
- Options are to be separated by a ; (semicolon) if no options are added, none will be imported.

Select the file you wish to upload:

Choose File   No file chosen

Import

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Importing Themes

Theme importer works in a similar fashion
Apart from these rules:

- If the 'Theme' Field is blank - the Subtheme will NOT be imported.
- If there is a typo in a Theme Name a new theme will be created.
- There needs to be a sheet named Themes and a sheet name Sources, or the Importer will ignore it.

Manage Feedback Centre for : Feedback Centre Becky

Import Themes, Subthemes and Sources

You are about to import all the Informatics Themes, Subthemes and Sources for Feedback Centre Becky. But before you do, here's a few things you may need to know.

- The Importer MUST follow the Theme Template: **Theme/Subtheme/Sources Template**
- If the 'Theme' Field is blank - the Subtheme will NOT be imported.
- If there is a typo in a Theme Name a new theme will be created.
- There needs to be a sheet named Themes and a sheet name Sources, or the Importer will ignore it.

Select the file you wish to upload:

Choose File   No file chosen

Import

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Importing Services

Services Import rules:
- The categories will be added using the Service Category sheet, this sheet will be processed first.
- If the mandatory fields are not present, then the service will be ignored.
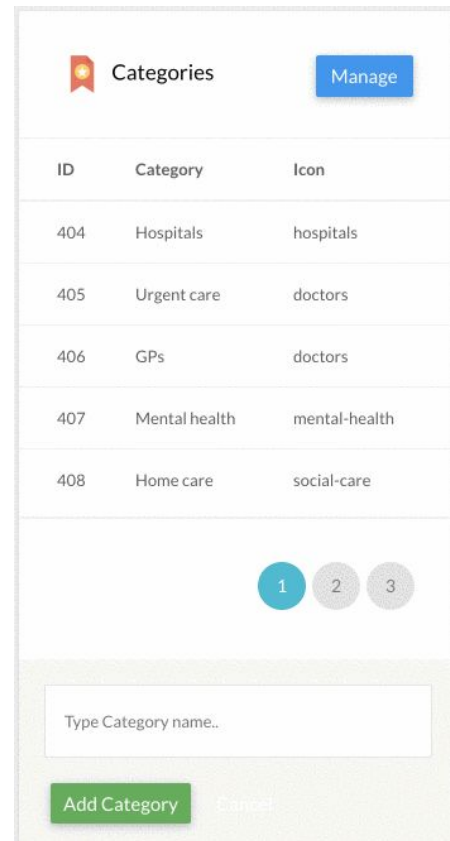- The importer will look for the category in the Services sheet, if it doesn't already exist it will create a new one.

Manage Feedback Centre for : Feedback Centre Becky

Import Services

You are about to import Services for Feedback Centre Becky. But before you do, here's a few things you may need to know.

- The importer must follow this template (the service provider sheet, without the notes and pictures):
- The categories will be added using the Service Category sheet, this sheet will be processed first.
- If the mandatory fields are not present, then the service will be ignored.
- The importer will look for the category in the Services document, if it doesn't already exist it will create a new one.

Select the file you wish to upload:

Choose File   No file chosen

Import

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Quick Add functionality

To 'quickly' add a category (and other elements) Simply type the name in the box and click 'Add Category'. It will automatically assign the 'Other' icon to that category.

All the other panels on the Manage Feedback Centre page work the same way.
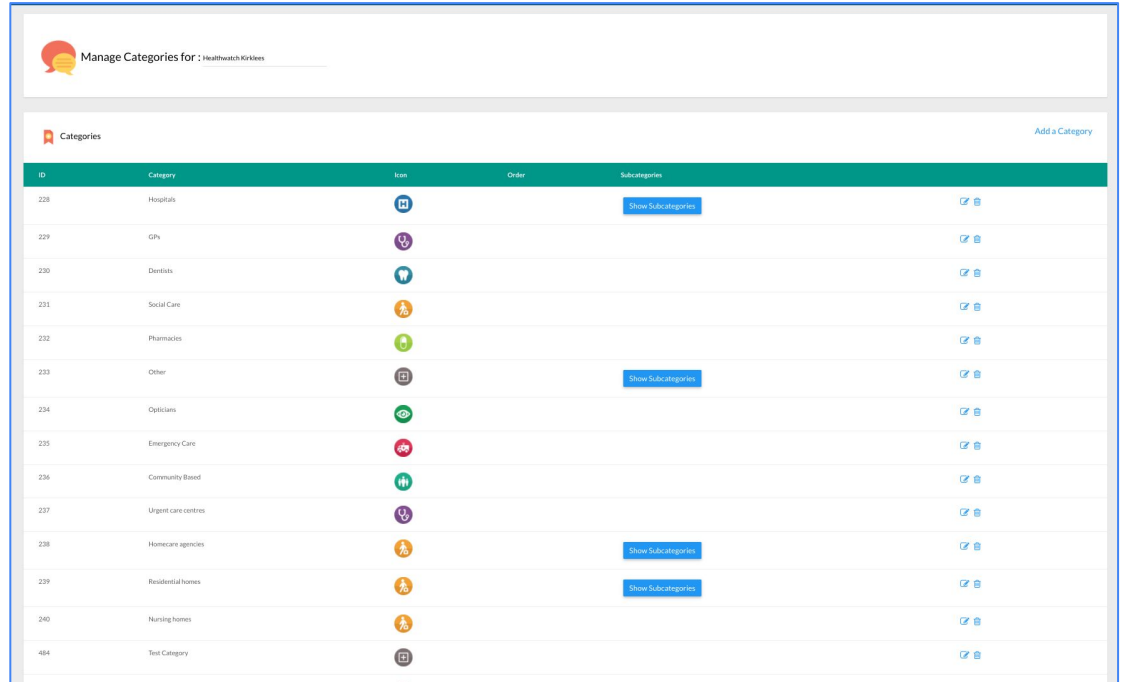
Managing Categories

Click 'Manage' on the top of Category box, and you'll be taken to this page. You can see the Category, Icon and their Subcategories. Where you can delete or edit a Category if needed.

You can also rearrange the order of the categories by dragging the rows up and down, this will be shown in the 'Questions' section further on.

Editing/Adding Categories

You can add any Sub-Categories in this area, Sub-Categories can only be added in the 'Edit' are not in the 'Create' area.

Any Question?

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