

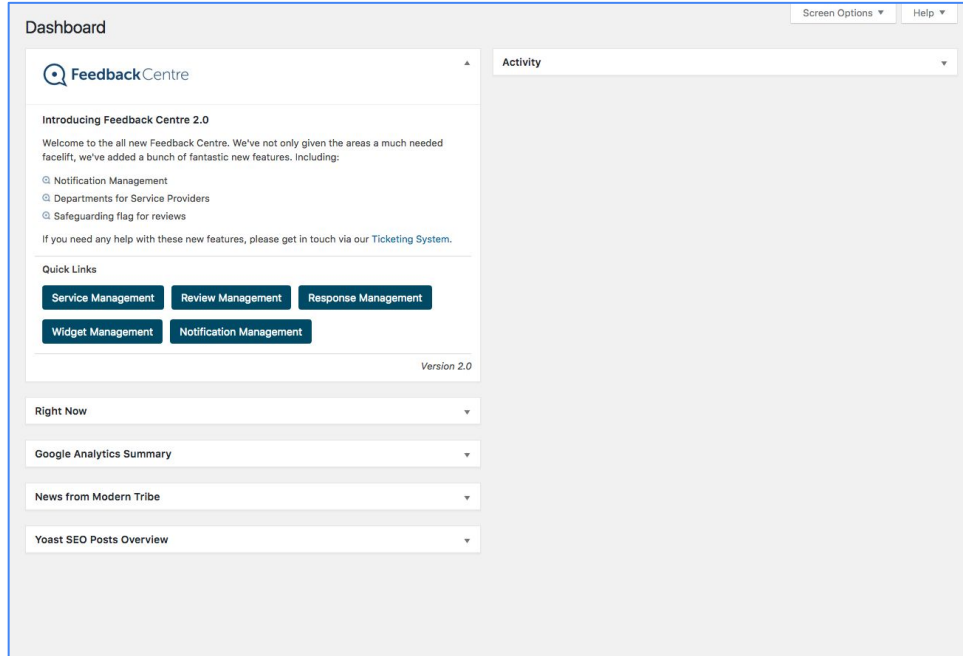


New Features

- 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



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.

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!

The screenshot displays the CMS interface for reviewing feedback. It is divided into two main sections: 'Review Details' and 'Status and Publish'.

Review Details:

- Title:** This is a Test Review
- Review:** This is a test review for the Safeguarding flag. Abuse, neglect, violence test.
- Location:** (Empty field)
- Department (if applicable):** (Empty field)
- Extra Questions:** (Empty field)
- Rating:** 5 stars (indicated by 5 pink stars)
- Status and Publish:**
 - Status:** Approved
 - Source:** Events
 - Service:** Birmingham Healthy Minds South
 - Featured:** ☐
 - Alert:** ☐
 - Safeguarding issue:** ☒
- Review Information:**
 - Unique ID:** 1015
 - Created:** 05/04/2017 10:03
 - Moderated:** -
 - Moderator:** Steven Lawrence
 - Author:** N/A
 - Author Email:** info@healthwatchbirmingham.co.uk
 - Callback telephone:** N/A
 - Internal Notes (Does not display on front-end):** (Empty field)

A purple banner at the bottom of the 'Review Details' section states: "This review has been flagged as a 'Safeguarding issue' and needs to be handled with the greatest care and urgency."

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

Healthwatch Suffolk | 16 | New | SEO | Events | Howdy, Ben

Service Management Updated!

[Show all services](#)

Welcome to the Service Management section of the Feedback Centre. All service providers added by either your Healthwatch team or the reviewers are found in this section. You can search for a provider in the box at the top, or scroll through alphabetically. You can order the lists by clicking on any of the titles at the top of the table. The filter allows you to see all providers, all approved, any pending, and any in draft.

[Add a Service](#) [Export Services](#)

Search for Service Name or Category

Status	Name	Service Type	Average Rating	Approved Reviews	Pending Reviews	Archived Reviews
●	Danford Hospital	Hospitals	★★★★☆	719	11	57
●	Nuffield Hospital	Hospitals	★★★★☆	5	0	0
●	Peninsula NHS Treatment Centre	Hospitals	★★★★☆	26	0	0
●	Mount Gould Hospital and Local Care Centre	Hospitals	★★★★☆	104	1	5
●	Plymouth Child Development Centre Scott Hospital	Hospitals	★★★★☆	15	1	1
●	Cumberland Centre - Community Services	Hospitals	★★★★☆	6	0	0
●	Mount Gould - Cotehele Unit	Mental Health Services	★★★★☆	1	0	2
●	Mount Gould - Edgumbe Unit	Mental Health Services	★★★★☆	1	0	0
●	Glenbourne Unit	Mental Health Services	★★★☆☆	3	2	0
●	Mount Gould - Greenfields	Mental Health Services	☆☆☆☆☆	0	0	0
●	Syrena House	Mental Health Services	☆☆☆☆☆	0	0	0
●	Plym Bridge House	Mental Health Services	☆☆☆☆☆	0	0	0
●	Lee Mill Hospital	Mental Health Services	☆☆☆☆☆	0	0	0
●	St Barnabas Surgery	GPs	★★★★☆	6	0	1
●	Dean Cross Surgery	GPs	★★★★☆	20	0	0
●	Hyde Park Surgery	GPs	★★★★☆	9	0	1
●	The Mannamed Surgery	GPs	★★★★☆	53	0	1
●	Stoke Surgery	GPs	★★★★☆	21	0	0
●	St Nicols Surgery	GPs	★★★★☆	22	1	2
●	Acute Care Hub	GPs	★★★★☆	24	0	1

1 2 3 ...

Powered by FeedbackCentre

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
<input type="text" value="Department Name"/>	<input type="text" value="Contact Name"/>	<input type="text" value="Contact Email Address"/>
<input type="button" value="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)
<input type="text"/>

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.

The screenshot displays the 'Notification Management' interface with a 'NEW!' badge. It features a sidebar with 'Add a new Email' and a 'Help!' section. The main content area includes a 'Just a heads up!' message and a form titled 'Add a New Email'. The form has sections for 'Emails in the system', 'General Set Up' (with 'Subject Line'), 'The Email Body/Content' (with 'Email Title' and 'Email Body'), and 'Button Link' and 'Button Text' options.

Notification Management NEW!

[Add a new Email](#)

Welcome to the all new Notification Management System. This is where you can tailor the subject line, title, body and title of all emails sent to your Service Providers and Users

Just a heads up!
We know you're excited to use this brand new feature, but please read the following reference guide:
The emails need special codes to reference certain elements of the Feedback Centre, so here's a quick glossary
If you would like to add a link to a service and their name please use `{[service]}` in your text
If you would like to add a link to a review and it's title please use `{[review]}` in your text
If you would like to print the user's name please use `{[user]}` in your text
If you would like to print the name of your Healthwatch please use `{[organisation]}` in your text or just type the Organisation name
If you would like to use the verification link required to verify an email address please use `{[verification]}` on your button link

Help!
Are you experiencing problems? Or do you have some fantastic new ideas to improve this section of the Feedback Centre? Click the buttons below to access our ticketing system:
[Access Knowledge Base](#) [Raise a ticket](#)

Add a New Email

Emails in the system
Select the email you want to edit

General Set Up
Subject Line *This will appear as the 'Subject' of the email when sent.
[Text Field]

The Email Body/Content
Email Title *This will appear at the top of the email, for example ("Thank you for your feedback")
[Text Field]
Email Body *This will form the main body of the email
[Text Field]

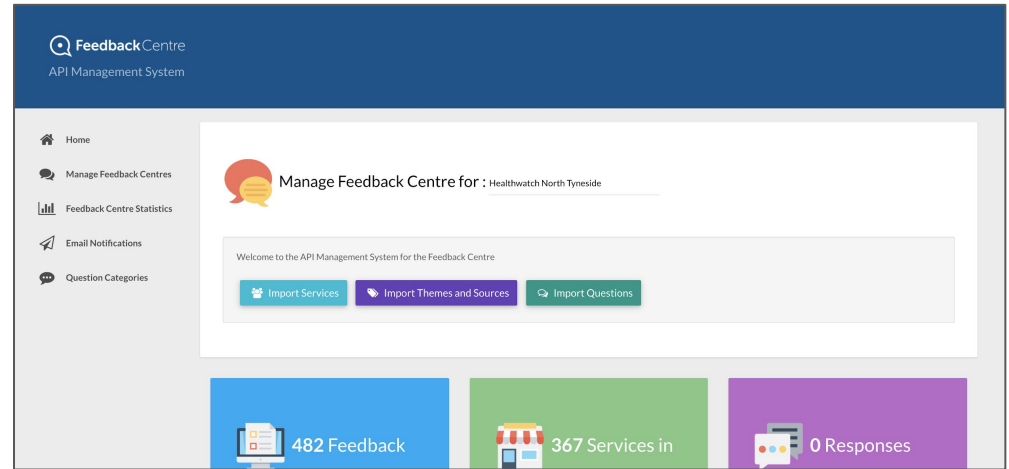
☐ Use a Call to Action *This will add a button to the email
Button Link *Where would you like the link to go to? If you'd like to add special links/fields to this please see our guide above.
[Text Field]
Button Text *What text would you like on the button?
[Text Field]

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.

LIVE DEMO

<https://feedbackcentre.whitebearplatform.com/>

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](#)

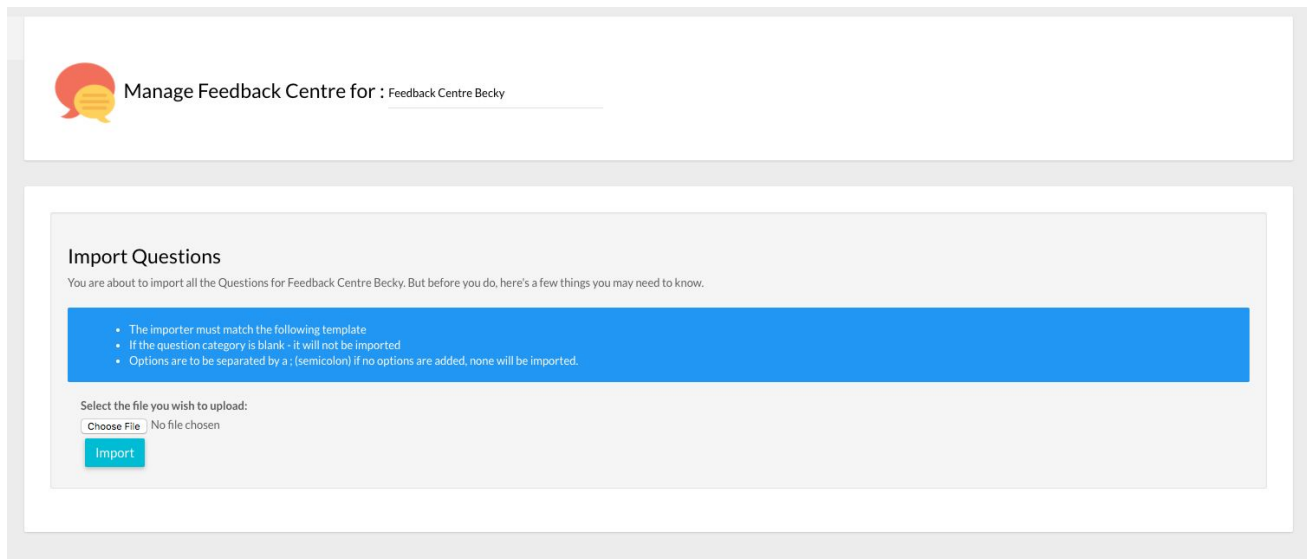
Importing Questions

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.



The screenshot shows a web interface for 'Manage Feedback Centre for : Feedback Centre Becky'. The main content area is titled 'Import Questions' and contains a blue box with the following rules:

- 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.


Below the rules, there is a section 'Select the file you wish to upload:' with a 'Choose File' button and the text 'No file chosen'. An 'Import' button is also visible.

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:

No file chosen

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.

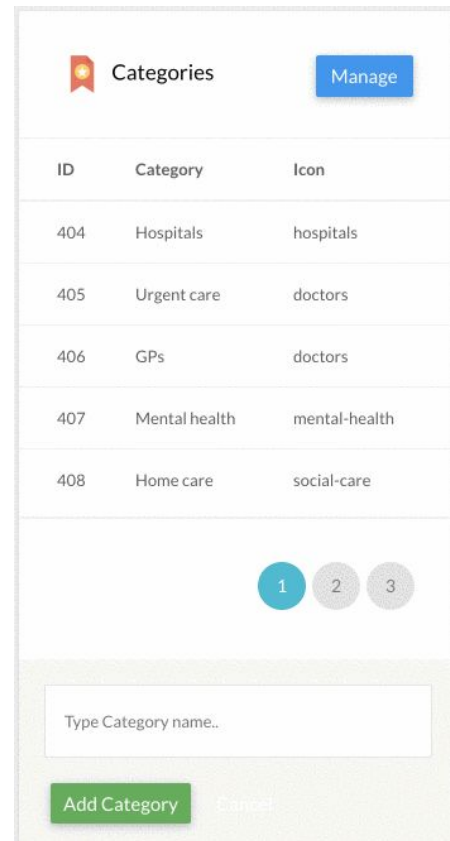
Select the file you wish to upload:

No file chosen

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.



The screenshot shows a web interface for managing categories. At the top, there is a header with a red ribbon icon, the title 'Categories', and a blue 'Manage' button. Below the header is a table with three columns: 'ID', 'Category', and 'Icon'. The table contains five rows of data. Below the table, there are three circular buttons labeled '1', '2', and '3'. At the bottom, there is a text input field with the placeholder text 'Type Category name..', a green 'Add Category' button, and a grey 'Cancel' button.

ID	Category	Icon
404	Hospitals	hospitals
405	Urgent care	doctors
406	GPs	doctors
407	Mental health	mental-health
408	Home care	social-care

1 2 3

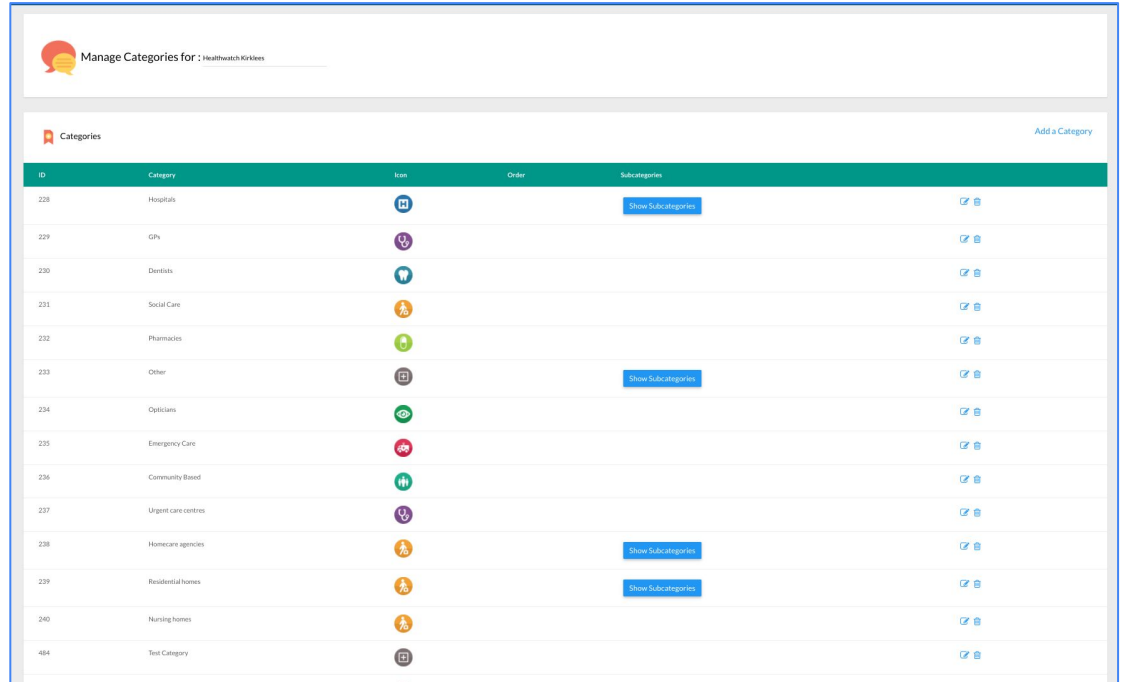
Type Category name..

Add Category Cancel

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.



Manage Categories for : Healthwatch Kirklees

Categories [Add a Category](#)

ID	Category	Icon	Order	Subcategories	
228	Hospitals			Show Subcategories	Edit Delete
229	GPs				Edit Delete
230	Dentists				Edit Delete
231	Social Care				Edit Delete
232	Pharmacies				Edit Delete
233	Other			Show Subcategories	Edit Delete
234	Opticians				Edit Delete
235	Emergency Care				Edit Delete
236	Community Based				Edit Delete
237	Urgent care centres				Edit Delete
238	Homecare agencies			Show Subcategories	Edit Delete
239	Residential homes			Show Subcategories	Edit Delete
240	Nursing homes				Edit Delete
484	Test Category				Edit Delete

Editing/Adding Categories

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

The screenshot shows the 'Feedback Centre' interface for 'Healthwatch Plymouth'. The left sidebar contains navigation links: Home, Manage Feedback Centres, Feedback Centre Statistics, Email Notifications, and Question Categories. The main content area is titled 'Manage Categories for : Healthwatch Plymouth'. It features a form to 'Edit Category: Mental Health Services'. The form fields are: Name (Mental Health Services), Slug (mental-health), and Icon (Mental Health icon). An 'Update Category' button is at the bottom of the form. To the right of the form is a 'Sub-categories' section with a table header (ID, Category) and a text input field labeled 'Type Subcategory name...'. Below the input field is an 'Add Subcategory' button.

Feedback Centre
Nice & Easy Interface for Logical Business.

Home
Manage Feedback Centres
Feedback Centre Statistics
Email Notifications
Question Categories

Manage Categories for : Healthwatch Plymouth

Edit Category: Mental Health Services

Name:
Mental Health Services

Slug:
mental-health

Icon:
Mental Health icon

Update Category

Sub-categories

ID	Category
Type Subcategory name...	

Add Subcategory

Any Question?