GP Ratings

User Manual For GPs

Daisy K. reviewed Aurora Medcare

✓ Verified ★★★★★ 15.01.2023 14:30

I had been with Dr Kalkat's Surgery before it has become Aurora Medcare, meeting with Dr John when I had extreme sleeping disorder I realised how caring he was from the first appointment, he ... o several tests and tried to..

01.02.2022 22:20

ems, taking
ts. Love the

Yasin Kul

✓ Verified

I had a pair
appointme
and were p
now and a

Table Of Contents

How to register your GP?

1 Visit **"forgps.gpratings.uk"** to register your GP.

2 Click on **"Book a Demo"** button.
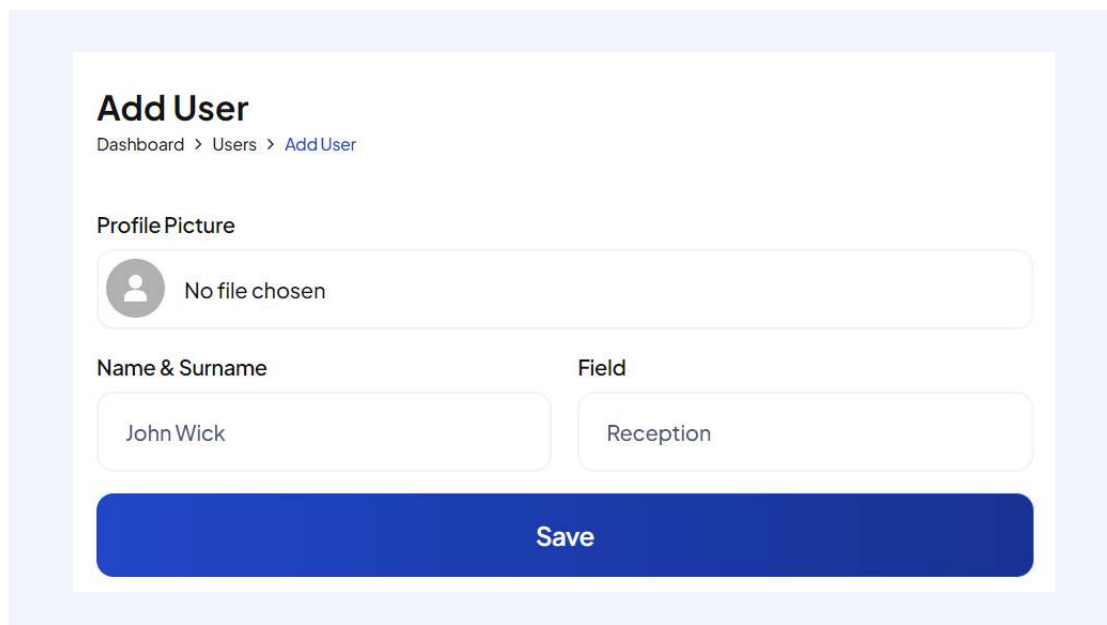

3 The demo for will appear on your screen.

4 Fill out the form and book a demo with our team and one of our representative will get in touch with you to demonstrate benefits of our platform.

How to add/update a user?
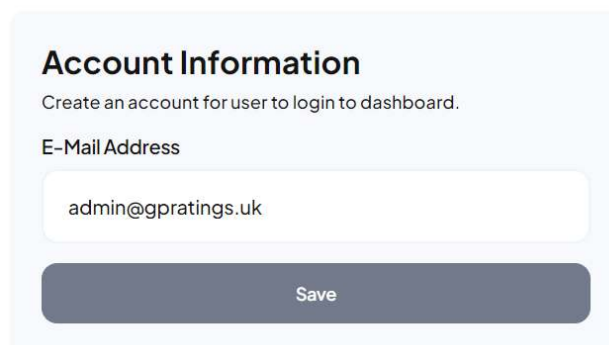
1 On your dashboard menu click on the users tab.

🏠 Home

👥 Users →

⭐ Ratings
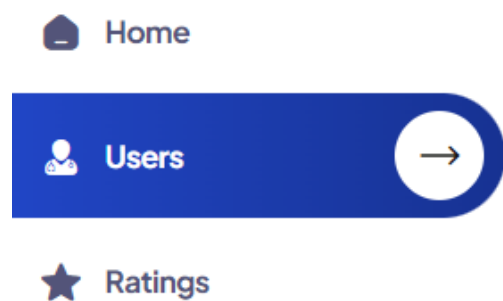
2 Click on **"add user"** button and the user form will appear.

Add User
Dashboard > Users > Add User

Profile Picture

👤 No file chosen

Name & Surname

John Wick

Field

Reception

Save

4 The user will be added to your GP, if you want to give the user to access the dashboard fill out the email for the user, the credentials will bent to user's email address.

Account Information
Create an account for user to login to dashboard.

E-Mail Address

admin@gpratings.uk

Save

4

5 By default the user will have access to invoices only, if you want to grant user to access the other sections of your GP, you need to provide them by turning on/off.

Permissions

Super Admin	⚪
Reviews	⚪
Users	⚪
Kpi	⚪
Invitations	⚪
Finance (Invoices)	🔵
Developer	⚪
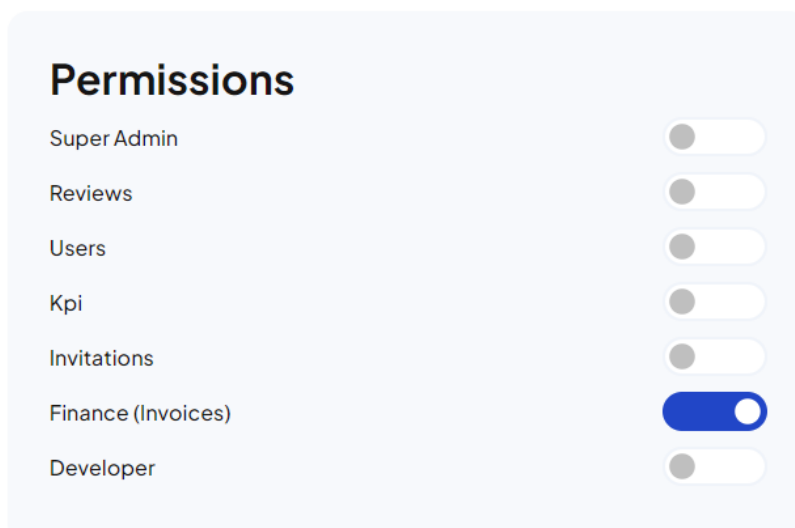
Definitions of Roles and Permissions

Super Admin
Has access to every section of the dashboard.

Reviews
Has access to ratings, able to reply to ratings and create/edit response templates..

Users
Has access to users and able to create users.

KPI:
Has access to KPI section to analyse performance.

Invitations
Has access to invitations , able to send manual invitation and upload batch invitation files.
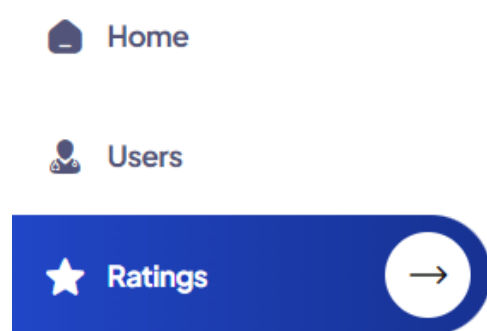
Finance
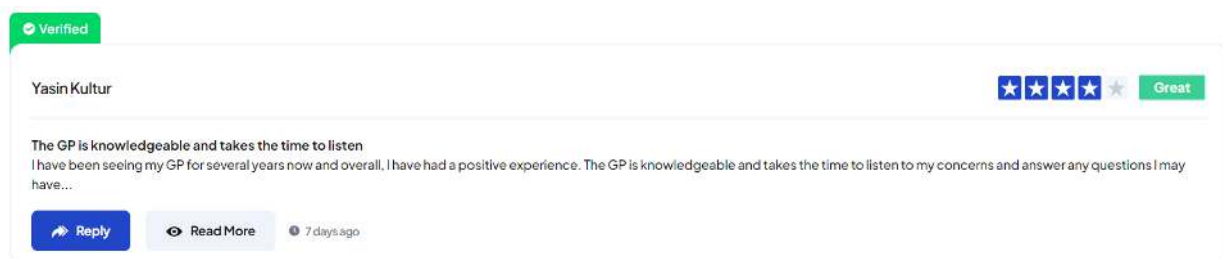Has access to invoices to download and view.

Developer
Has access to widgets and Restful API services.

How to reply to your ratings?

1   Login to your dashboard and click on ratings tab on the menu.

🏠 Home

👥 Users

⭐ Ratings   →

2   Click on the reply button for rating you want to reply.

✅ Verified

Yasin Kultur   ★★★★ ★   Great

The GP is knowledgeable and takes the time to listen
I have been seeing my GP for several years now and overall, I have had a positive experience. The GP is knowledgeable and takes the time to listen to my concerns and answer any questions I may have...
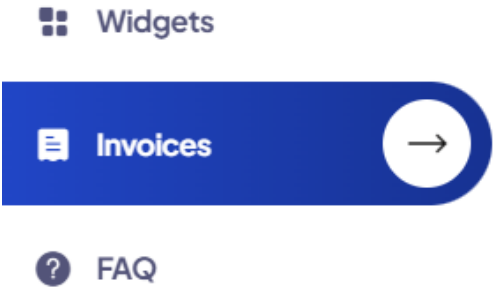
↪ Reply   👁 Read More   🕐 7 days ago

5   The full detailed rating will appear on your screen, at the bottom of the page find the section for you to reply to rating and click on send button.
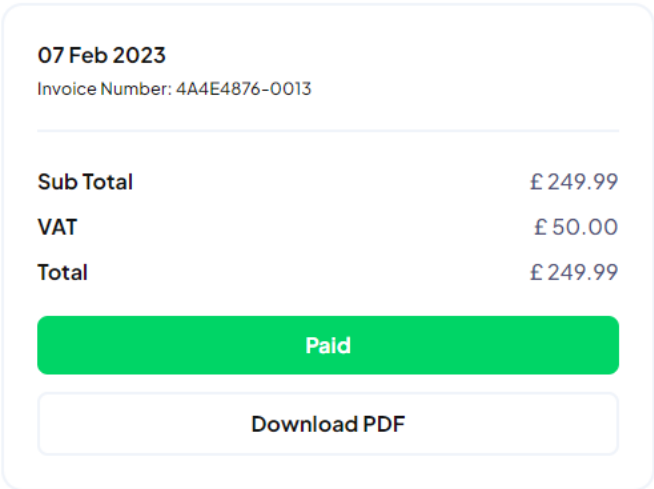
Write a reply

Write your reply here..
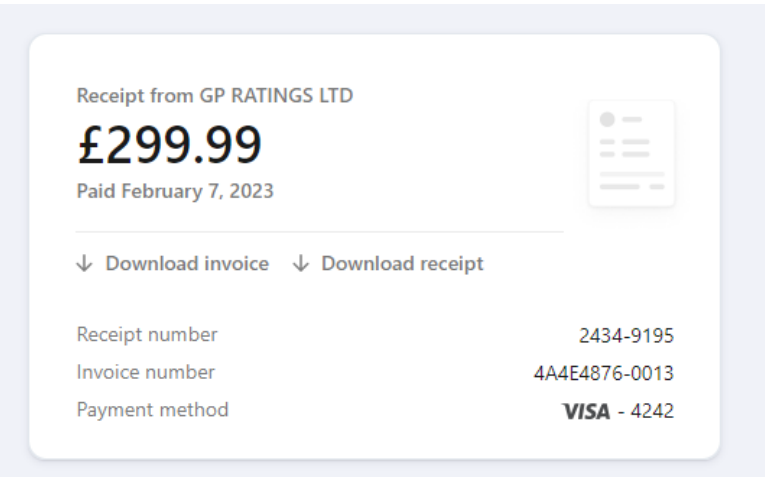
Send
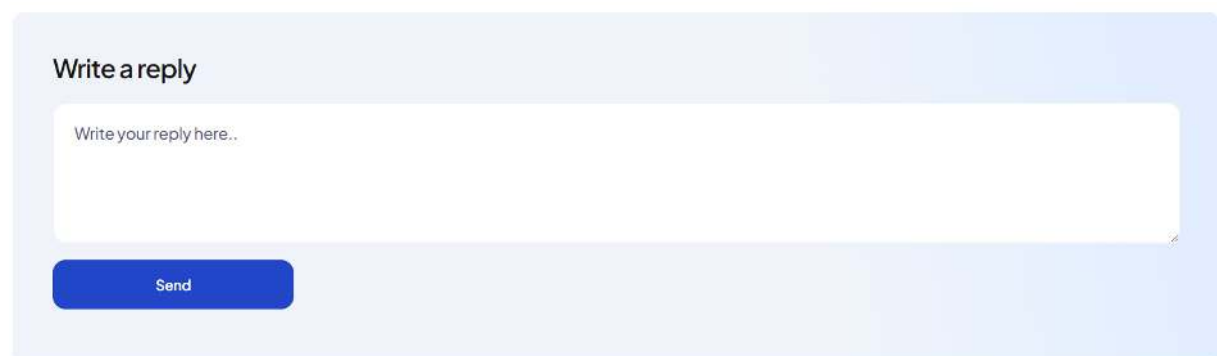
How to view and download your invoices?

1   Login to your dashboard and click on invoices tab on the menu.

::   Widgets

📖   Invoices   →

?   FAQ

2   The invoices will appear on your screen, you can easily view your invoice and download the receipts.

07 Feb 2023
Invoice Number: 4A4E4876-0013

Sub Total	£ 249.99
VAT	£ 50.00
Total	£ 249.99

Paid
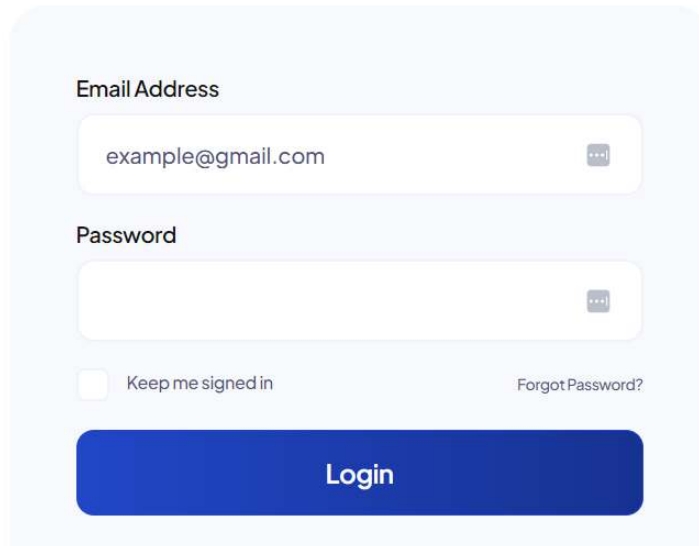
Download PDF

3   Click on Download PDF button to view your download links.

Receipt from GP RATINGS LTD

£299.99

Paid February 7, 2023

↓ Download invoice   ↓ Download receipt

Receipt number	2434-9195
Invoice number	4A4E4876-0013
Payment method	**VISA** - 4242

How to reset the password?

1   Click on the login button on For GPs application.
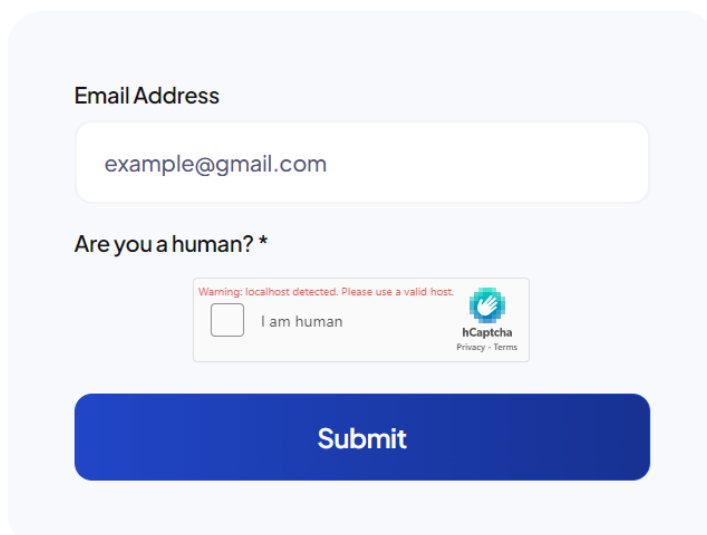
Email Address

example@gmail.com

Password

Keep me signed in   Forgot Password?

Login

2   Click on the forgot password link and the form will appear, fill the form with email address of the user and click on submit button, then the user will receive a reset password link to reset the password.
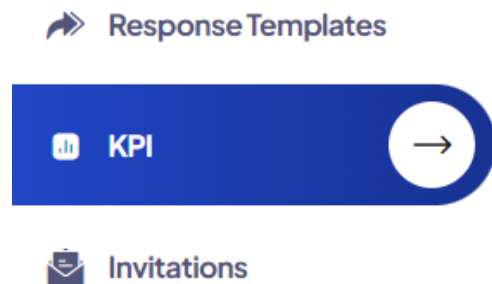
Write your email address
to reset your password

Email Address

example@gmail.com

Are you a human? *

Warning: localhost detected. Please use a valid host.

I am human

hCaptcha
Privacy - Terms

Submit

How to analyse your KPI?

1 Click on te KPI tab on the dashboard menu.

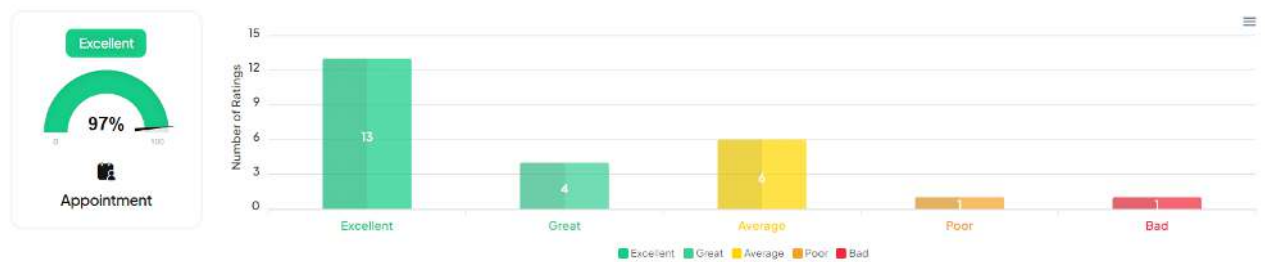Response Templates

KPI →

Invitations

2 View your segmented scores and identify the areas of improvement for your practice.
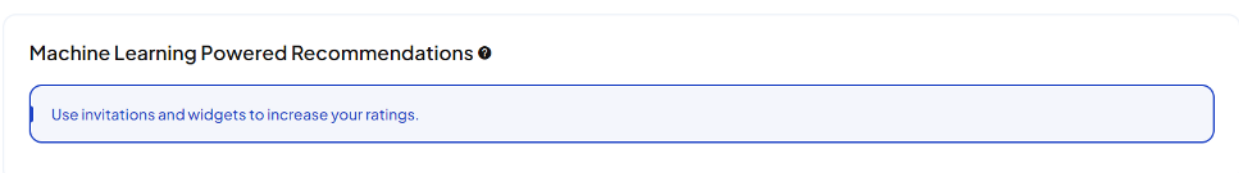
KPI
Dashboard > KPI

ⓘ 22 patient recommends your GP to their friends and family members.

1 patient does not recommend your GP to their friends and family members.

Excellent

97%

Appointment

Number of Ratings

| Excellent | Great | Average | Poor | Bad |

Excellent: 13, Great: 4, Average: 6, Poor: 1, Bad: 1

3 View your machine learning powered recommendations.

Machine Learning Powered Recommendations ❓

Use invitations and widgets to increase your ratings.

How to send an manual invitation?
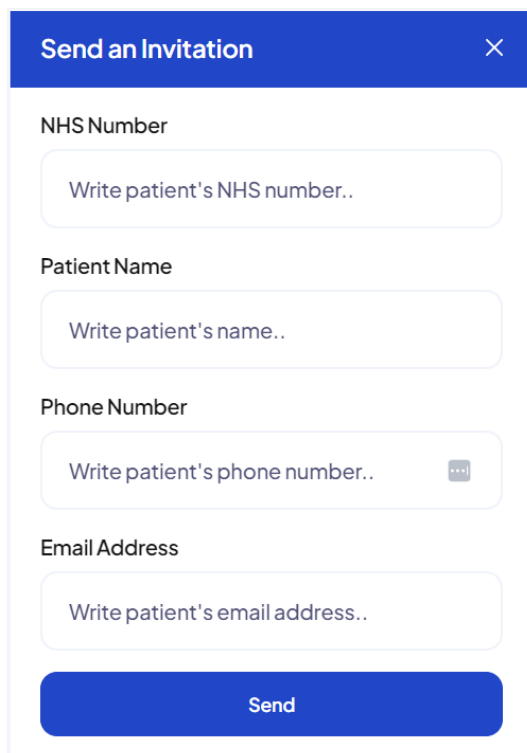
1 Click on the invitations tab on the dashboard menu.

📊 KPI

✉️ **Invitations** →

🔲 Widgets
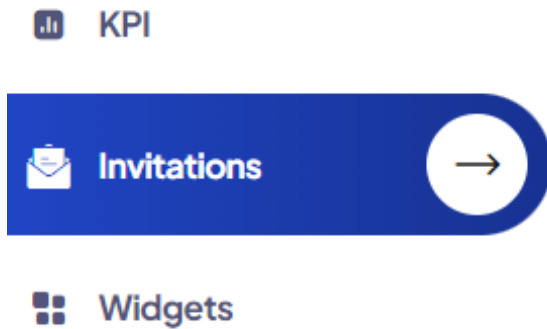
2 Click on the send an invitation button.
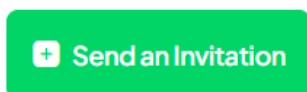
➕ Send an Invitation

2 The form will appear, fill the form with patient information and click on send button.

Send an Invitation ✕

NHS Number

Write patient's NHS number..

Patient Name

Write patient's name..

Phone Number

Write patient's phone number..

Email Address

Write patient's email address..

Send

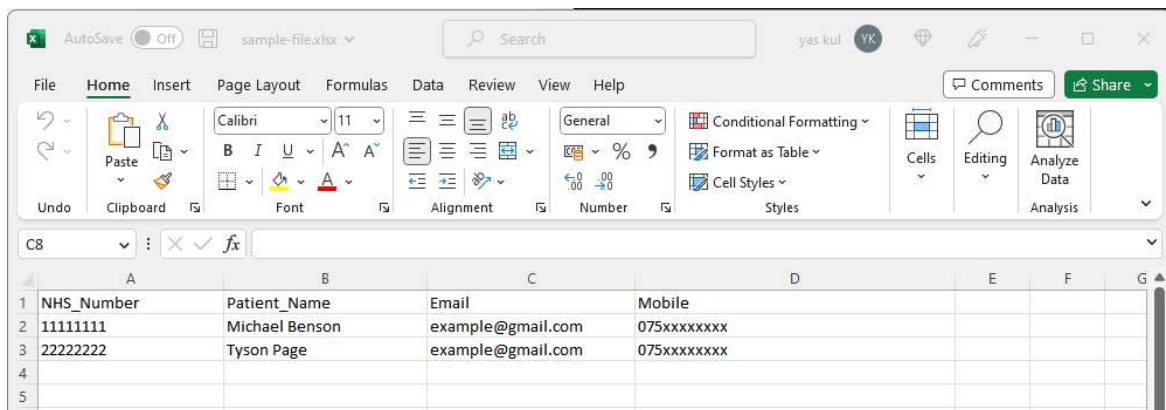# How to upload a batch file for invitations?
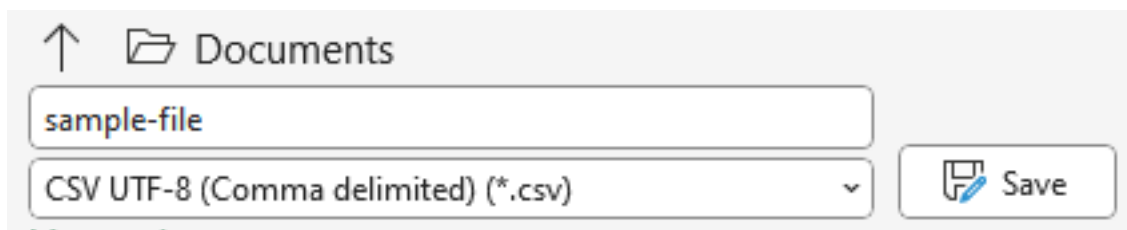

2 Download and open the sample excel file for batch invitations.

3 Update the excel file with your patient information and save is CSV file. Click on File > Save As and select CSV UTF8 file type.

4 Upload the CSV file by clicking batch invitations > upload a batch file button and click on submit button.
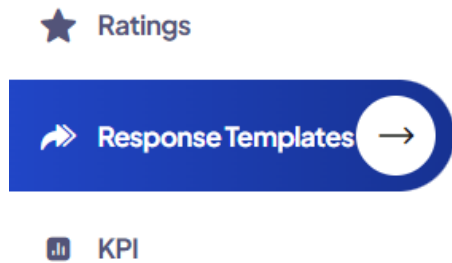
How to create a response template?
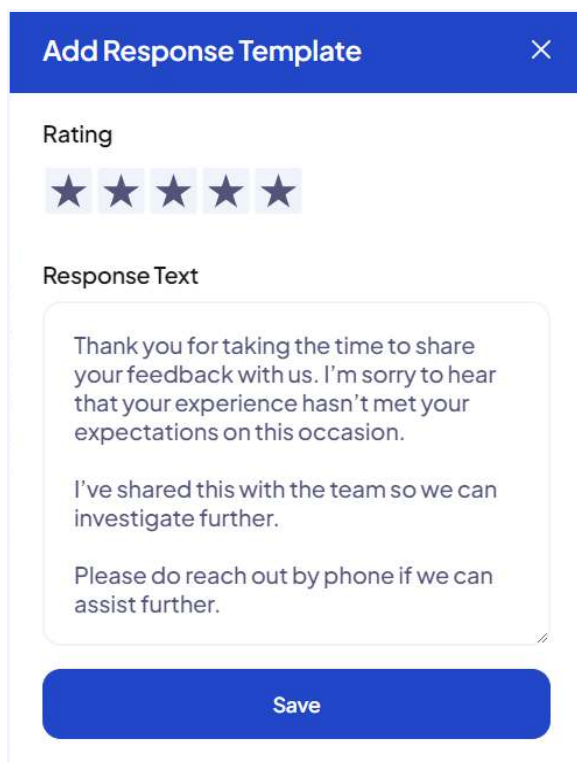
1 Click on the response templates tab on the dashboard menu.

★ Ratings

➡ Response Templates →

▬ KPI

2 Select the rating for the response to be sent automatically and click on save button.

Add Response Template ✕

Rating

★ ★ ★ ★ ★

Response Text

Thank you for taking the time to share your feedback with us. I'm sorry to hear that your experience hasn't met your expectations on this occasion.

I've shared this with the team so we can investigate further.

Please do reach out by phone if we can assist further.

Save

3 You can change the message for saved response templates by clicking on edit button or delete the response template.

✏ 🗑

How to create a widget for your website?

1   Click on the widgets tab on the dashboard menu.

Invitations
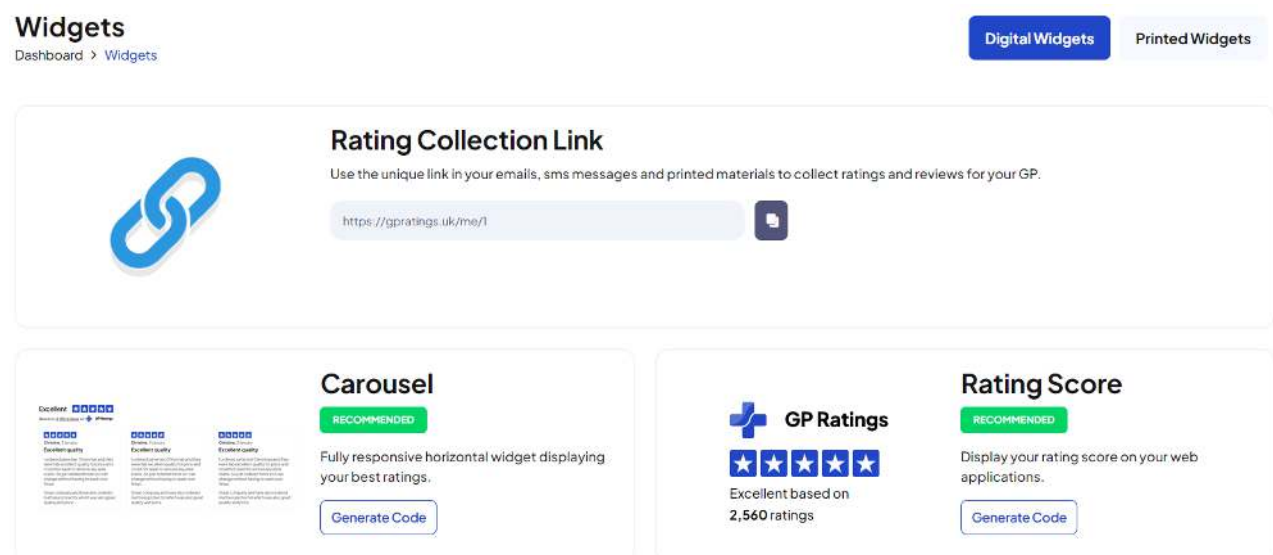
Widgets →

Invoices
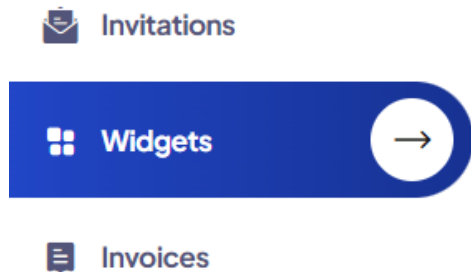
2   Select the widget style for your website.

Widgets
Dashboard > Widgets

Digital Widgets   Printed Widgets

Rating Collection Link
Use the unique link in your emails, sms messages and printed materials to collect ratings and reviews for your GP.

https://gpratings.uk/me/1

Carousel
RECOMMENDED

Fully responsive horizontal widget displaying your best ratings.

Generate Code

Rating Score
RECOMMENDED

Display your rating score on your web applications.

GP Ratings
★★★★★
Excellent based on
2,560 ratings

Generate Code

3   Click on generate code button to copy the code and paste it to your website and set the targetElement variable to your div id where you want widget to appear.
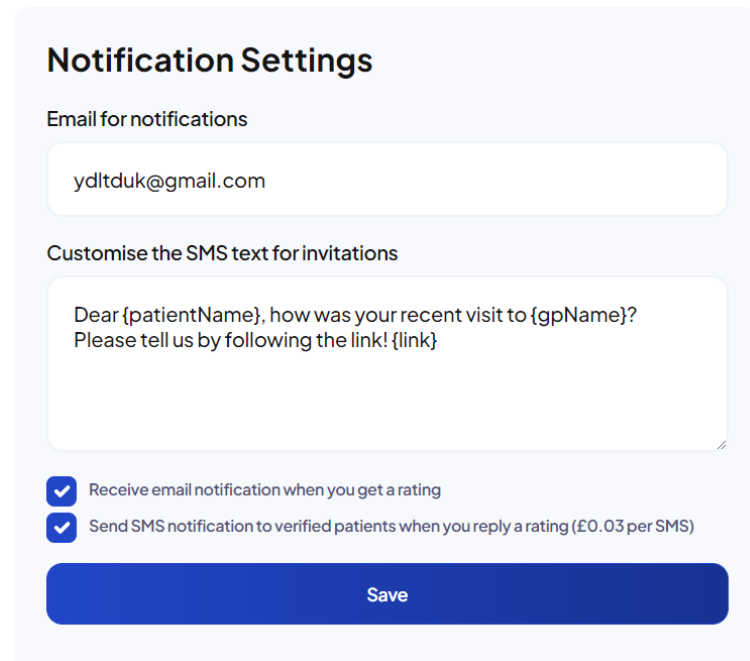

Widget Code   ✕

Success.
Please copy and paste the code just before the </body> tag.

Set the targetElement to id of your element where you want the widget to appear.

```
<script
src="https://cdn.gpratings.uk/widgetlibrary/lib.m
in.js" async onload="gpRatingsInit()"></script>

<script>
function gpRatingsInit() {

    window.GPRatings.init({
        targetElement: "demoDisplay",
        widgetId: 14,
        widgetType: 1,
        gp: 1
    });

};
</script>
```

How to modify the SMS text for invitations?

1 Click on the settings tab on the dashboard menu.
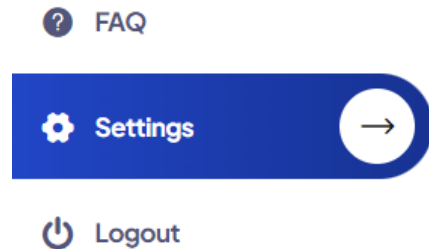
2 You must be logged in as root user or have Super Admin permission to change the SMS text for invitations.

3 Modify the text and click on save button.

4 Variables that can be used in the text:

{patientName} : Patient's name

{gpName} : Your GP practices name

{link} : Auto generated invitation link in the platform, required.

Anything Else?

GP Ratings

Get in touch with use by writing to help@gratings.co.uk
or alternatively you can call us on 02080048077