Reminder Success Rate

24/07/2025 3:26 pm BST

Summary

The Reminder Success Rate screen allows the user to see how successful a reminder run has been. Each time the reminders are generated under the Patient View (Based on Types), a record is stored in the Success Rate screen. Once that reminder has been overwritten by a new reminder, the old reminder is marked as completed.

Details

Accessing Reminder Success Rate tab

1. Open the Reminders screen (Comms > Reminders)
2. Select the 'Reminder Success Rate' tab.

Viewing a Reminder Run's Success Rate

With the success rate screen open, you will see a history of past reminders.

1. Select a row (reminder run).
2. The bottom half of the screen is populated.

Items in red are outstanding reminders (e.g. Annual Booster has not occurred).

Items in white and with a green tick icon are completed reminders (e.g. Annual Booster has been given).

3. For each reminder history there is a summary of the 'Total' number of reminders, the total number of 'completed' reminders and the total number of 'outstanding' reminders.