

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.

Reminders									
<div><div>ActivitiesAdministration</div><div>Delete HistoryExport to CSV</div></div>									
<div>Patient RemindersReminders Success RateCompliance RemindersAppointment Reminders</div>									
Run Date	Start Date	End Date	Work Site	Client Site	Type	Treatment Type	Species	Breed	
24/07/2025 13:31:22	24/07/2025	24/08/2025	Esher SA	All	All	All	All	All	
24/07/2025 14:00:02	07/08/2025	07/08/2025	Esher SA	All	Vaccinations	All	All	All	
23/07/2025 14:00:04	06/08/2025	06/08/2025	Esher SA	All	Vaccinations	All	All	All	
22/07/2025 14:00:03	05/08/2025	05/08/2025	Esher SA	All	Vaccinations	All	All	All	

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).







Reminders Run Items

☐ Show Uncompleted Items Only

Total: 10

Completed: 0

Outstanding: 10

		Client Name	Patient	Speci...	Description	Work Site	Client Si...	Remin...	Address1	Address2	Town	County	Postcode	Type
		Mr&Mrs A Ju...	Dog	Canine	booster and hc2	Esher	Esher	17/08...	82 Meadow Road	Lemmark Business P...	Godalm...		GU7 3HT	Dog Bo...
		Mrs Test Testi...	Marley	Canine	Kennel cough	Esher	Esher	27/07...	1 Cloud Street		Filey		YO23 4TY	Vaccina...

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.