

iPLATO's FFT Pricing

One transparent annual subscription that includes all hosting, operations and support designed to equip GP Practices with the best digital tools to supercharge their workflows, increase PCN collaboration, reduce inequalities and deliver an improved standard of care.

iPLATO Friends & Family Test (FFT) is an automated patient feedback collection and reporting tool, which follows the specific format of the NHS Friends and Family patient survey.

A patient can anonymously provide feedback on their experience via SMS, a website, myGP app, NHS App or a paper form. At month-end, the system provides a report which complies with NHS requirements and provides additional information on how GP practices and PCNs can improve their services.

Service Subscription, Set-up/Provisioning

Item	Cost
FFT Small	£500 Per Year
FFT Medium	£1,000 Per Year
FFT Large	£1,500 Per Year

Details & Terms:

- All prices quoted are in Pounds Sterling (GBP) and exclude applicable taxes
- All costs are paid by a single organisation/network i.e. practices are not invoiced individually
- A minimum contract term of 1 year
- A service subscription & all other charges are invoiced annually in advance.
- Price is calculated on a flat rate basis and is determined by the population in the participating ICB, GP Federation, Primary Care Network or GP practice.
- Service launch is based on the required number of man-days - minimum of 3 days - and will be charged based on standard day rates as detailed in the Skills for The Information Age (SFIA) Definition & Rate Card
- Renewal invoices are automatically issued 1 month prior to renewal date.