

Title	FRIENDS AND FAMILY TEST The end of year position on this national initiative to determine patient satisfaction by the likelihood of people to recommend our services to their friends and family			
Meeting	Board of Directors			
Date	21 st May 2015			
Executive Summary				
<p>The Friends and Family Test was initiated by the Department of Health in England during 2012 to drive cultural change and continuous improvements in the health service through understanding and responding to patient and public experience. A phased approach to implementation was undertaken with all services to be using the Test by April 2015. This paper reflects on progress in meeting those targets, in particular during the latter months of 2014-15.</p>				
Recommendation				
<p>The success of the Trust in achieving the challenging CQUIN targets in Friends and Family Test is recognised.</p> <p>It is recommended that the Friends and Family Test Plus becomes the baseline measure of patient experience in South Tyneside NHS Foundation Trust.</p> <p>The challenges of reporting a realistic response rate is acknowledged.</p> <p>To receive updates on the progress in implementing additional ways for patients, carer and the public to give feedback on Trust services.</p>				
Report Author	Maureen Dale, Service Lead, CAPI			
Executive Director/ Sponsor	Bob Brown, Executive Director of Nursing and Patient Safety			
Purpose of paper	Information	X	Discussion	X
	Decision		Assurance	X
	Specific action			
Implications	Staffing	Yes		
	Finance	None		
	Legal	None		
	Public engagement	Yes		
	Partnership	None		
	Communication	Yes		
	Equality & Diversity	Yes		
	Clinical	Yes		
	Patient Safety	Yes		
Risk assessment and mitigation (include risk register reference if appropriate) Financial risk re: implementation and response targets (CAPI 4)				

Enc item no

Link to STFT Business Plan	Patient Safety, Quality and Experience
Link to CQC outcome	Outcomes 1, 2, 3, 4 and 5
Link to Board Assurance Framework	Patient Safety, Quality and Experience Workforce
Link to Strategic Risk Register	Patient Safety

REPORT TO EXECUTIVE BOARD

THE FRIENDS AND FAMILY TEST - April 2014 to March 2015

1 Introduction

The Friends and Family Test was announced by the Prime Minister in May 2012 and was initiated by the Department of Health in England to drive cultural change and continuous improvements in the health service. A phased approach to implementation was expected with all services to be using the Test by April 2015. This paper reflects on progress in meeting those targets especially during the latter months of 2014-15.

2 Targets and achievements

There were four key targets relating to the Friends and Family Test that the Trust was required to achieve with over £400,000 depending on full compliance.

CQUIN target 1b: full delivery of FFT across all services delivered by the provider as outlined in the guidance

ACHIEVED: as reported in previous Board papers and reported to NHS England via UNIFY securing £60,761.

CQUIN target 1c: full delivery of the nationally set milestones for mental health and community providers

ACHIEVED: as reported in previous Board papers and reported to NHS England via UNIFY securing £120,824.

CQUIN target 1d: a response rate for Q4 that is

- at least 20% for A&E services and
- at least 30% for inpatient services

ACHIEVED: for A&E as below

A&E 2015	Cards	Question asked in Real Time Feedback	Tokens	Total	Eligible discharge numbers	% response rate
January	301	19	0	320	2409	13.3
February	341	13	331	685	2280	29.9
March	530	31	285	846	2746	30.8
Q4 total	1172	63	616	1851	7435	24.9

ACHIEVED: for inpatients as below

inpatients 2015	Total	Eligible discharge numbers	% response rate
January	285	717	39.75
February	419	807	51.90
March	480	974	49.28
Q4 total	1184	2498	47.40

Achieving this target secured £60,761.

CQUIN target 1e: increased response rate in acute inpatient services – a response rate of 40% (or more) for the month of March 2015

ACHIEVED: section of above table reproduced below

inpatients 2015	Total	Eligible discharge numbers	% response rate
March	480	974	49.28

Achieving this target secured £160,634.

It is a credit to the motivation and commitment of Trust staff that these targets have been met. The 2015-16 CQUIN does not include any targets concerning Friends and Family Test, though there is a national expectation that the Test will continue for all patients and reporting will be maintained via UNIFY.

3. Learning and developments

Coordinated by the Trust's Carer and Patient Involvement (CAPI) Team, there have been a number of issues presented and developments planned in order to maintain the continued implementation of the Friends and Family Test in order to be of benefit to the Trust and its patients.

3.1 When rolling the Test out into the community, the question format was developed to maintain the standard Friends and Family Test question yet expand the survey to include other key quality and safer care factors, e.g. kindness and compassion.

This Friends and Family Test Plus survey follows the current rolling programme so that services are regularly monitored without impacting on clinical care nor patient good will.

Currently A&E, inpatient and maternity services continue to use the single question and free text format as *iWantGreatCare* are still contracted to conduct the analysis for no charge until January 2016. Thereafter, the Friends and Family Test Plus will be rolled out to those areas in common with the rest of the Trust.

Analysis and reporting of the Friends and Family Test Plus is conducted in house by the CAPI Team at the present time.

3.2 An Easy Read version of the Friends and Family Test Plus has been devised and piloted with appropriate groups, e.g. children, people with learning difficulties, patients with communication challenges. Changes were made based on feedback at the end of Quarter 4 and the new version is being further tested during Quarter 1.

3.3 The Friends and Family Test is completed by the patient and, whilst free text areas are included in the original and Plus formats, it depends on the respondents commitment to provide comments. This has been most successful since the Test's original implementation with clinical teams finding the comments helpful in improving staff morale and guiding service improvements.

However, a Real Time Feedback survey has been developed by the CAPI Team to support brief, face-to-face interviews conducted by the CAPI Facilitators. This provides the opportunity for exploring details using prompts which elaborate answers further. A small number of interviews are conducted whilst the patient is still receiving care and a report produced and returned to the clinical area within eight working hours – often the same day. The Friends and Family Test question is included in the interview format which provide an additional opportunity for people to contribute.

4. Future national requirements

Future implementation of the Friends and Family Test was outlined in NHS guidance published in July 2014. It is expected that Trusts will continue to use the Test from April 1st 2015 with the following key changes:

- The Net Promoter Score will no longer be used. Instead, respondents' satisfaction will be measured and reported as a percentage of the total number of respondents. This is already being used in reporting to clinical areas and by NHS England and will be used to assure the Board in the future. This change has been made based on feedback collected by Ipsos MORI during their review which included the views of South Tyneside NHS Foundation Trust staff and patients who felt the NPS was difficult to understand.
- The Friends and Family Test will be made available to a wider cohort. Currently it is being offered to patients at the point of leaving the service (inpatients, A&E, maternity) and once during the month to outpatient and community patients. However, patients as well as their relatives and carers, will be able to use the Friends and Family Test whenever they wish to make a comment about their care. They can also comment as many times as they wish during a care programme.

5. The way forward in South Tyneside

It is recommended that the Friends and Family Test Plus becomes the baseline measure of patient experience in South Tyneside NHS Foundation Trust. The Trust staff members are motivated in offering patients opportunities to complete the questionnaire and value the resulting feedback.

Measuring compliance of clinical areas could be challenging however, as the data collected about patient contacts varies from service to service and comparison will be difficult. The CAPI Team are listening to staff and patient comments and will review the process at the beginning of Quarter 2.

Other methodologies of collecting this information from patients and the public is also being considered, including the use of the Trust's recently launched app, kiosks in prominent areas of footfall, a dedicated and manned feedback phone line, establishment of public involvement groups and a Patient and Public Experience Panel.

7. Recommendation

7.1 The success of the Trust staff in achieving the challenging CQUIN targets in Friends and Family Test is recognised.

7.2 It is recommended that the Friends and Family Test Plus becomes the baseline measure of patient experience in South Tyneside NHS Foundation Trust.

7.3 The challenges of reporting a realistic response rate is acknowledged.

7.4 To receive updates on the progress in implementing additional ways for patients, carer and the public to give feedback on Trust services.