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The Friends and Family Test



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- **What is the Friends and Family Test?**

The FFT is a feedback tool which offers patients the opportunity to provide feedback about the care and treatment they have received.

The FFT tool combines a simple question, asking patients how likely they would be to recommend the service they have received to their friends and family; with at least one complementary follow-up question to enable patients to provide further detail about their experience.

The introduction of the FFT across all NHS services is an integral part of *Putting Patients First*, the NHS England Business Plan for 2013/14 – 2015/16.



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- The Friends and Family Test will be a contractual requirement from December 2014.





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What is the FFT question?

The FFT question is set out within the guidance for each area of care. It should be worded as below

“We would like you to think about your recent experience of our service. How likely are you to recommend The Junction Surgery to friends and family if they needed similar care or treatment?”

The response options are as follows:

- extremely likely;
- likely;
- neither likely nor unlikely;
- unlikely;
- extremely unlikely;
- and don't know

What free text questions should be asked?

The initial FFT question must be followed by at least one question that allows patients to provide free text feedback but the practice can choose what question to use. Examples could be:

- What was good about your visit?
- What would have made your visit better?
- Can you tell us why you gave that response?



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Does the wording of the FFT question have to remain the same for all patients/service users in all areas of care?

The wording of the FFT question and the responses must be exactly as set out in the guidance for:

- general and acute inpatients and day-cases, accident and emergency departments, walk-in centres, minor injury units, outpatient departments and maternity services
- mental health services
- community healthcare services
- general practice service
- dentistry services
- ambulance and patient transport services





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The guidance states that the opportunity to give feedback should always be available. What does this mean?

- Any patient or user of a service that is within scope of this guidance should have the opportunity to provide their feedback via the FFT, if they wish to do so. That does not mean that patients/service users have to be asked to complete the FFT at every appointment, or every stage of their care or treatment. Providers should, however, make sure that patients are aware of the opportunity to provide feedback.





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What data do I need to submit?

Each service provider will need to submit:

- The total number of responses in each response category (e.g. extremely likely etc.)
- The total number of responses for each collection method (e.g. postcards, kiosk, website etc.)





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How often do I submit the data?

- The FFT data should be submitted to NHS England on a monthly basis.

Where will the results be published?

- The FFT results will be published monthly on the [NHS England website](#) and the [NHS Choices website](#). The results should also be published locally, by individual service providers. This is part of the NHS commitment to be open and transparent and give patients in-depth information about health services.





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Are we allowed to publish patient comments/responses to the follow-up questions or in free text boxes?

- Individual written responses should be used internally, to provide further insight into the quality of services offered by the organisation. If a provider wishes to **publish** individual responses, patients should be advised of this at the time of completing the Friends and Family Test question. This ensures patients are aware, and have the option to opt out, if they would wish to.





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What are the challenges facing practices..

- Language barriers.
- Conflicts of interest / confidentiality if staff helping to complete?
- Impairments.



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What are the Opportunities for the practice?

- Timely feedback
- Change
- Increased patient interaction
- Attract new patients
- Provides openness and transparency
- Complies with CQC



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- Next steps.....





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So how are we going to obtain feedback to support the FFT?

Our options include...

- **Postcards**- we need to consider the cost implications here.
- **TP Software** — again we need to consider the cost implications.
- **Web-site, e-mail, SMS etc.**
- **Mobile Apps.**





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Sharing the findings..

- Through our patient reference group.
- Website
- SMS messages.
- Waiting rooms displays.
- Displays in local shops / pharmacies etc.