

MEETING

23rd September 2014

Present: Julie Hart, Mrs Holmes, Janice Roberts, Mrs Burton, Liz Haynes, Lynn Pucill and Sue Trillow.

Discussed the FFT (see below)

Poster to be created for waiting room to encourage new members

Practice Survey to be discussed at next meeting once FFT is under way

Julie to collate FFT's results and comments each month from January 2015

Janice Roberts very sadly is leaving the group as she is moving away.

Next Meeting early 2015



The Friends and Family Test (FFT)

The Friends and Family Test (FFT) vision

The FFT is building on the very important patient feedback work that is already happening in your GP Practice and continues the principle that people who use NHS services should have the opportunity to provide feedback on their experience so that it can be used to improve services. It is not a traditional survey as it provides the opportunity for a continuous feedback loop between patients and practices.

What is the Friends and Family Test (FFT)?

The question that patients will be asked is “How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?”

The responses are: ‘Extremely likely’, ‘Likely’, ‘Neither likely nor unlikely’, ‘Unlikely’, ‘Extremely unlikely’ or ‘Don’t know’.

It is a requirement to use the mandatory wording of the FFT question (as above) and offer a follow up question. This allows the opportunity to provide more detailed feedback about the patient’s personal experience and enables the process to build on existing patient feedback data. Some benefits of the FFT include:

- Increased staff moral and feelings of value
- Opportunities to effectively address ideas and further improve services

The FFT is not a tool to compare like with like because of the flexibilities in collection methodologies and variation in populations. It is a tool that can enhance data already gathered through Practice patient surveys.

Timeline

It is a mandatory requirement that the FFT will be implemented in all GP practices by 1 December 2014 and first submissions of data will be sent to NHS England in January 2015. NHS England will publish the results every month and practices must publish their own results locally and they can publish their free text comments locally in an anonymised format.

The story so far for the Friends and Family Test in GP practices

Earlier this year, FFT pilots were undertaken across England.

Some of the feedback from this pilot includes:

- There has been early acceptance and bedding in of FFT in General Practice areas
- The hundreds of free text comments provide rich contextual detail and have been very positively received as part of patient feedback within GP surgeries
- The engagement of reception staff in primary care settings is a key driver to promote a good level of FFT uptake
- Variations in patient engagement and FFT uptake in primary care are linked to demographic factors. Areas of deprivation displayed lower levels of engagement and hence indicated the need to strive for alternative ways to facilitate engagement for this group of patients
- By investing in time to release staff to support patients with FFT completion, the process was embedded and accepted into the daily normal routine in GP practices and good levels of patient uptake were experienced

Next steps!

As a local Patient Participation Group your involvement in the implementation plan of the FFT will greatly contribute to the overall success of how FFT will be received by your local community, and how your surgery responds to that feedback.

FFT needs to be accessible to all people and we need to ensure that everybody can answer the FFT question regardless of any barrier such as language, age or impairment. There is lots of guidance to help ensure that FFT is implemented effectively and robustly. A link to the main FFT guidance can be found here:

<http://www.england.nhs.uk/ourwork/pe/fft/fft-guidance/>

This information sheet is a very brief overview of the FFT and outlines core responsibilities. To achieve a successful and efficient implementation there is sense in adopting a co-ordinated approach, which your contact at the Thames Valley Area Team is here to support. Emma Robinson is your local support for collating and sharing good practice to ensure that efficiency of time and money is maintained and implementation of FFT for 1st December is achieved.

Emma's contact details are:

Emma Robinson
Patient Experience Lead
NHS England, Jubilee House, 5510 John Smith Drive, Oxford Business Park,
Oxford, OX4 2LH

Email; emma.robinson21@nhs.net
Mobile: 07770 277040

Please don't hesitate to contact me if you have any questions or feedback.