

## Trust Board Report

<b>Meeting Date:</b>	27 <sup>th</sup> January 2014
<b>Title:</b>	<b>Friends and Family Test (FFT) for Staff</b>
<b>Executive Summary:</b>	The report provides an update on the requirement to Implement Friends and Family Test for Staff.
<b>Action Requested:</b>	The Board are asked to <b>Note</b> the report.
<b>Report of:</b>	Director of HR
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<b>Resource Implications:</b>	
<b>Public or Private: (with reasons if private)</b>	Public
<b>References: (eg from/to other committees)</b>	
<b>Appendices/ References/ Background Reading</b>	
<b>NHS Constitution: (How it impacts on any decision-making)</b>	<p>In determining this matter, the Board should have regard to the Core principles contained in the Constitution of:</p> <ul style="list-style-type: none"> <li>✚ Equality of treatment and access to services</li> <li>✚ High standards of excellence and professionalism</li> <li>✚ Service user preferences</li> <li>✚ Cross community working</li> <li>✚ Best Value</li> <li>✚ Accountability through local influence and scrutiny</li> </ul>

From 1st April 2014, all NHS Trusts providing acute, community, ambulance and mental health services in England will be required to implement the FFT for NHS staff on a quarterly basis.

This has been driven by the increasing body of evidence which indicates an association between positively engaged staff and positive patient experiences. Research has shown a relationship between staff engagement and patient satisfaction, patient mortality, infection rates, Annual Health Check scores, as well as staff absenteeism and turnover.

NHS England has, therefore, adopted patient and staff FFT results as the first two measures in the high level scorecard in its first business plan, *Putting Patients First*.

Final guidance on collection, reporting and publication is expected by the end of February.

**Expect requirement to be:**

- report on the first set of results for staff FFT in July 2014 (so collection between April - June);
- report on a quarterly basis, thereafter;
- Results will be published nationally for and we will be required to publish the results locally
- We will be required to show how the results have been used to stimulate service improvement;
- All staff are included (offered chance to respond) per quarter – a census approach;
- Responses are anonymous;
- Staff are asked two questions;
  - about the care provided by the organisation
  - about the organisation as a place to work
  - open text field to explain why
- The response will include the staff occupational group (using the high level groups currently used in the annual NHS staff survey);
- The response options and scoring of staff FFT will mirror the patient FFT (“extremely likely” to “extremely unlikely” with a “don’t know” option);

- We can determine the data collection method (on line, online and paper etc.), but must include a unique reference/other mechanism so only bona fida staff can respond;
- Can incorporate the staff FFT into existing staff engagement activities (already in Chatback);

Note: The annual staff survey will continue for 2014/15.

### **Next Steps**

- Awaiting final guidance
- Developing option proposals to maximize staff participation whilst balancing cost and resource requirements.

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