

Friends Family Test for NHS Staff

Trust Board Report

Meeting Date:	28 April 2014
Title:	Friends and Family Test (FFT) for Staff
Executive Summary:	<p>The report provides an update on the Trust's implementation of the Friends and Family Test for Staff</p> <ul style="list-style-type: none"> • Survey to open 19 May 2014 • Open for 3 weeks, closing 6 June 2014 • Report due nationally by 28 July 2014
Action Requested:	The Board are asked to note the report.
Report of:	Director of HR
Author: Contact Details:	Hannah Reade, Head of HR Shared Services
Resource Implications:	
Public or Private: (with reasons if private)	Public
References: (eg from/to other committees)	
Appendices/ References/ Background Reading	
NHS Constitution: (How it impacts on any decision-making)	<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"> ✚ Equality of treatment and access to services ✚ High standards of excellence and professionalism ✚ Service user preferences ✚ Cross community working ✚ Best Value ✚ Accountability through local influence and scrutiny

1. Background Details

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 how to implement FFT for staff has confirmed the following:

When:

- Q1, Q2, Q4 (no requirement for Q3)
- Can be incorporated within an existing Trust survey (i.e. Chatback) but must be asked at the start

Who:

- Either all staff each quarter, or one third of staff each relevant quarter (i.e. everyone has the opportunity in a 12 month period). The Trust will adopt a blanket approach each quarter to maximize participation
- Not restricted to staff under employment contracts (i.e. open to contractors on site or potentially volunteers). The online link or a paper version will be made available by the relevant department or HR on request
- No response rate target

What:

- 2 x FFT questions in standard format, plus at least two open text questions
- Equality & diversity data 'encouraged' but not mandatory. The Trust will not capture this to make the questionnaire shorter and therefore increase participation
- Directorate or Staff Grouping data is not mandatory. Arguably this is where much of the value lies for the Trust, and so this will be requested in line with the Chatback demographic to enable utilization of the data
- NHS England to receive breakdown of responses for each question, plus total number of responses for each collection method

Key changes from Draft include:

- No requirement to survey in Q3
- No requirement to track response rate
- No requirement to track and report any demographics (which appears to reduce the amount of data reported externally)
- Section dropped on how to calculate Net Promoter Score

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

The Trust will adopt a mixed paper/online approach to ensure maximized participation from all demographics while managing cost and resource pressures.

Paper responses will be returned to HR for input using pre-addressed internal envelopes to minimize resource required for emptying/distribution of 'postboxes'.

Next Steps

- Questionnaire being produced by supplier (Valuentis) for finalizing with HR early May
- AUB communications to commence w/c 5 May 2014
- Data output to be submitted by 28 July 2014 to NHS England