

FREEDOM OF INFORMATION RESPONSE

FOI 3329

Friends and Family

1. When the service was implemented and the specialties included?

The NHS Friends and Family Test (FFT) was introduced in April 2013 nationally initially to all adult inpatient services, Accident and Emergency, minor injury units and maternity services

By October 2014, the trust in line with the national rollout had introduced FFT to patients across all inpatient, outpatient settings, Accident & Emergency departments, day-case, and maternity services.

2. Monthly values for the numbers of patients surveyed?

The results are published on the NHS England and NHS Choices websites.

3. Specific details of any aims/targets set for the Friends and Family Test and whether or not these have been achieved?

The 14/15 CQUIN requirements are as follows:

Quarter	Milestones to achieve	
Quarter 1	<p>A response rate for Quarter 1 that is at least: 15% for Accident & Emergency services</p> <p>25% for inpatient services (excluding maternity Services) Provider submission via UNIFY data collection system.</p>	50% of CQUIN
Quarter 4	<p>A response rate for Quarter 4 that is at least: 20% for Accident and Emergency services</p> <p>30% for inpatient services (excluding Maternity Services)</p>	50% CQUIN

	Provider submission via UNIFY data collection system	
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4. Details of any patient complaints or technical difficulties encountered whilst the service is in operation?

We have had 4 concerns raised about the difficulties in sending feedback if there has been a delayed feedback from the patient following their treatment or appointment. What we did on each occasion was to contact the patient and extend the time for feedback from we recommend increasing the "ExpiryDate" variable in your uploads to extend the window for completion. We discussed setting this to 96 hours from the date/time of the outpatient appointment, which should cater for most eventualities in terms of data being provided a day in arrears, network delays and phones switched off/out of charge etc.

6. Does the Trust survey patients by SMS?

Yes only for Outpatient setting currently which commenced in October 2014.

7. Where are the SMS carriers servers located?

If the service uses automated IVR/IVM (Interactive Voice Response/Interactive voice Messaging) calls;

8. Where are the servers that undertake these calls located?

In the UK

9. Do the IVR servers process patient identifiable data?

NO

Just to note no Personal Identifiable Data sent for inclusion in the SMS content, but the list of telephone numbers to be surveyed is sent over SFTP.

If the service uses agent calls; The questions listed below are not applicable to the trust since we do not use call centre for delivering FFT feedback.

10. What percentage of the overall service outcomes are completed by an agent?

11. What information do agents have access to?

12. Are all agents making the calls based in a call centre?

13. Where are the call centres situated?
14. If not what percentage of calls are made by home workers?
15. Geographically, where are the home based workers?
16. What security measures are in place to prevent home-based workers from replicating data locally?
17. Are all home based staff CRB checked?
18. Have you received any complaints at all regarding the agent call service (including but not limited to: manner, tone, ability to understand accents or dialects)?
19. Please provide details of the member(s) of staff responsible for the implementation and continued running of the service and their role within the Board?
21. How do you keep personal information secure when transferring to a third party supplier?

Supplier Details The questions listed below are not applicable to the trust since we do not use call centre for delivering FFT feedback.

Please provide details of:

25. Suppliers(s) of the above services:
26. Expected contract length:
27. Contract review date:
28. Cost of contract:
29. Details of the implementation costs and on-going support costs:
30. Details of the processes followed to procure The Friends and Family Test?
31. Details of the channels used to publish the notification of procurement, for the Friends and Family Test service?

Paper Surveys

32. Does the Trust use paper cards to survey patients and if so what departments?

The trust uses friends family post cards for feedback in all:

- **Inpatient settings**
- **Outpatients clinics**
- **Daycase**
- **Accident & Emergency services**
- **Maternity services**

33. Who keys in the data from paper surveys?

All inpatient, day-case, Accident & emergency service, and maternity services input their own data onto the hospital FFT system on a daily basis. FFT cards in Outpatients are collected monthly and sent to external providers.

34. If this is outsourced, what company input this information?

Quality Health.

Local surveys

35. Does the Trust carry out local surveys?

The trust does carry out a number of surveys which are on the television entertainment system called Hospedia. The surveys on Hospedia for patients/carers to complete are as follows:

- **Patient satisfaction survey**
- **Learning Disability**
- **Carers**
- **Friends and family**
- **Cleanliness surveys**

Local surveys by departments are carried out via postal method.

36. If so, what methods are used to survey patients?

Electronic using Hospedia as mentioned above and paper.

37. If outsourced, what supplier is used?

Only surveys outsourced are the National Picker surveys which we have commissioned for the following areas:

- **Inpatients (annual basis)**
- **Accident & emergency (as required)**
- **Daycase(as required)**
- **Outpatients(as required)**
- **Maternity services(as required)**
- **Neonatal service(as required)**

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