

A horizontal bar composed of five colored segments: purple, green, orange, pink, and blue.

Integrated Staff & Patient Metrics

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PEN National Awards showcase – 18th July 2017

Acute & Community



Staff FFT trends

Bolton FT	Q1 2014	Q2 2014	Q4 2014	Q1 2015	Q2 2015	Q4 2015	Q1 2016	Q2 2016	Q4 2016	Q1 2017
Recommend for Care	71	75	74	79	78	81	82	83	82	86
Recommend for Work	56	59	58	62	64	66	72	72	69	71

Improving Staff FFT scores in line with Trust emerging from turnaround - trend also reflected in NHS Staff Survey results

Our extended FFT

Early Staff FFT correlation work at Bolton showed that certain factors were having more of an influence patient experience

A. How likely are you to recommend this Trust to friends and family if they needed care or treatment

B. How likely are you to recommend this Trust to friends and family as a place to work?

1. I am able to make suggestions to improve the work of my team / department.
2. There are frequent opportunities for me to show initiative in my role.
- 3. I am able to make improvements happen in my area of work.**
4. Care of patients / service users is my Trust's top priority.
5. I look forward to coming to work and am enthusiastic about my job.
- 6. I receive recognition and appreciation from my line manager for the work that I do.**
7. I know what is expected of me in my role.
8. I am able to participate in training & learning activities that support my career development.
9. I have been treated fairly and consistently in the last 3 months.
10. How likely are you to recommend your Department/Speciality to friends and family as a place to work?

VISION OPENNESS INTEGRITY COMPASSION EXCELLENCE

Sample Staff FFT scores

	Staff FFT Q2 2016 Core Q's	Staff FFT Q2 2016 Additional	Patient FFT Q2	Patient / PALS Complaints
Ward B3	80% Care 100% Work	1,2,3,4,5,6,7, 8,9	100% R	0,3
Ward C4	78% Care 44% Work	1,2,4,8 3,5,7 6,9	89.10% R 4.00% NR	1,4
Ward D3	80% Care 66% Work	1,2,3,4,7,8,9 5,6	100% R	2,3
Ward D4	100% Care 75% Work	1,2,3,4,5,6,7, 8,9	100% R	2,4

Pilot of Meridian iPads



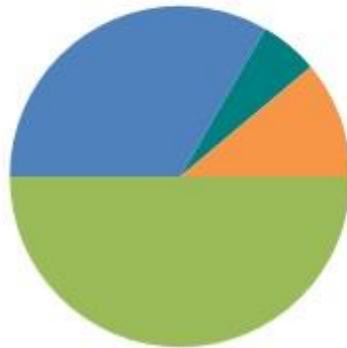
VISION OPENNESS INTEGRITY COMPASSION EXCELLENCE

Meridian statistics

Ward B3

9. I receive recognition and appreciation from my line manager for the work that I do.

Overall Meridian score for this question: 80.56%
(based on 18 responses)



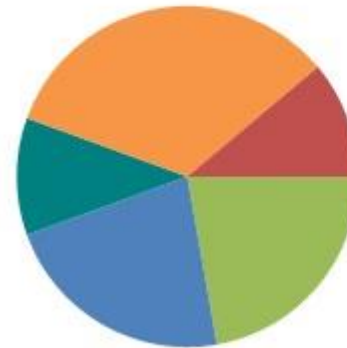
Distribution of results

- 50% Always
- 33.33% Nearly Always
- 5.56% Most of the Time
- 11.11% Some of the Time
- 0% Never

Ward C4

9. I receive recognition and appreciation from my line manager for the work that I do.

Overall Meridian score for this question: 52.78%
(based on 9 responses)



Distribution of results

- 22.22% Always
- 22.22% Nearly Always
- 11.11% Most of the Time
- 33.33% Some of the Time
- 11.11% Never

Key Learning Points

- Staff FFT questions can be easily extended & deployed as a local pulse survey
- There is value in quantifying the specific factors that link staff & patient experience at the local level
- Manual correlation of data can provide a 'proof of concept' before investing in technology
- Single-device feedback capture makes it easier to identify trends & design interventions; now moving to Envoy