

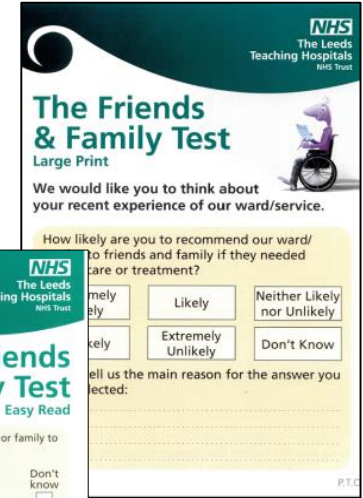
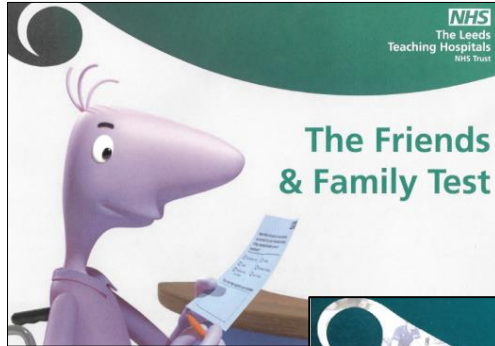
Jenny Wilson – PCPI & Projects Manager
Alison Sherry – Deputy PCPI Manager
Leeds Teaching Hospitals NHS Trust

Making the Friends and Family Test Fabulous!

Staff Engagement/Improving Staff Experience
Using Insight for Improvement

@PatientExpLTHT

Fred & Family - Cards



Fred & Family – Business Cards & Stickers




 The Leeds Teaching Hospitals NHS Trust

Friends & Family Test

Please help us improve our service by telling us about the care you've received.

Your response is anonymous, free and much appreciated.



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To leave your feedback, please visit:
<http://bit.ly/nhsleedsfft>

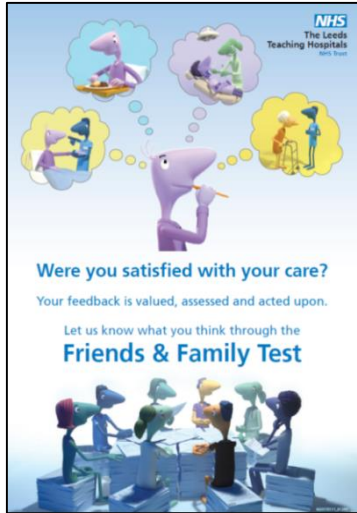
Or scan here using your mobile:



Thank you



Fred & Family - Posters



NHS The Leeds Teaching Hospitals NHS Trust

Were you satisfied with your care?
Your feedback is valued, assessed and acted upon.

Let us know what you think through the
Friends & Family Test

Illustration of a purple character thinking about various healthcare scenarios.



NHS The Leeds Teaching Hospitals NHS Trust

Were you happy with your care?
By scanning the QR code, you can leave anonymous feedback free of charge.

Let us know what you think through the
Friends & Family Test
Your feedback is valuable to us.

Leeds Maternity Care

Illustration of a green character thinking about various healthcare scenarios.



The Leeds Teaching Hospitals NHS Trust

We want your feedback!

Let us know how we're doing!

10/10 service. Absolutely fantastic at what they do.

Very happy with the whole service

If it was not for this hospital I would not have my daughter, thank you

Scan the QR code with your mobile phone or visit our internet page
Please take one of our business cards

Adult Critical Care

Illustration of a character holding a tablet.



The Leeds Teaching Hospitals NHS Trust

The Friends & Family Test
Please tell us about your experience today

How did we do?

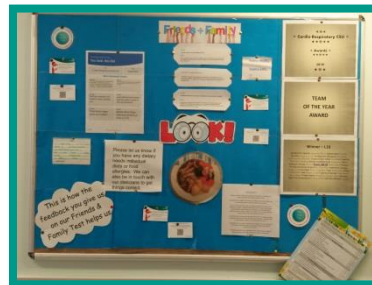
Please let us know through the Friends & Family Test.
Your feedback is anonymous, valued and acted upon.
Your comments will help us to improve the care we provide.

Illustration of a group of colorful characters.

Patient Experience Competition



Patient Experience Competition



Awards for Best Performing Areas



Social Media - Twitter

 **Patient Experience**
@PatientExpLTHT

"They saw to my daughter really quickly and the process was efficient. They were all great with the care and follow up care contacting GP for nurse to redress wound etc etc" Well done to Children's A&E! @MyIED LeedsHospitals #FFTFriday #WhatMattersToYouMattersToUs



Patient Experience @PatientExpLTHT · Feb 8

"All of the midwives that cared for me and my baby were fantastic...they were reassuring and compassionate and I felt complete confidence in their care of my baby and me. Thank you." Well done to L45! @LeedsHospitals #FFTFriday #WhatMattersToYouMattersToUs



Patient Experience @PatientExpLTHT · Feb 8

"Lynn and Rachel the nurses were so kind. On the first night of my admission I was in a bit of pain and quite frightened but Lynn kept coming back to me and made sure I had adequate analgesia." Well done to J42! @LHTAMS #FFTFriday #WhatMattersToYouMattersToUs

You Retweeted



Patient Experience @PatientExpLTHT · 3 Dec 2018

We love this FFT (Festive Feedback Tree!) in A&E @MyIED from last Christmas. What are the teams @LeedsHospitals doing to promote feedback over the festive period this year? Let us know and we will Retweet! #FestiveFeedback #FFT #WhatMattersToYouMattersToUs



FFT Champions



The Friends & Family Test Newsletter
December 2018

Patient Experience Competition

Congratulations to all the winners of the Patient Experience Competition! The winners were awarded their certificates and prizes at the November meeting of the Trust Board. The overall Trust winner was L36 who won £500 in Amazon vouchers!

Christie Speight from L36 said of their board 'All feedback on facilities, students, admin, midwives and MSWs is always included to boost work morale and happy staff means happy patients.' Christie also told us that they include 'you said, we did' examples and explanations 'I found being a patient myself that explanations make you feel like you're being listened to.'

You can see all the photos on the FFT intranet page:
<http://fft.leeds.nhs.uk/sites/default/files/fft-family-test/homepage/competition>

Ward Celebrations

Suzanne Hincliffe and the FFT team were delighted to present certificates to the highest performing areas for Q2. Click [here](#) to view the achieving areas with their certificates.

Well done to everyone achieving over 30% response rate as well as having over 80% recommended rate!

Award for Suzanne Hincliffe

We presented Suzanne Hincliffe, Chief Nurse / Deputy CEO with her own FFT (Fantastic & Fabulously Terrific) award to thank her for all her support with the Patient Experience team. We would like to wish Suzanne all the best for her upcoming retirement.



Early Warning Dashboard

Friends and Family Test Inpatient and Day Case Early Warning Dashboard

Data downloaded on 29/01/2019

Emergency and Specialty Medicine

Please select the CSU you wish to view
(click the purple cell to reveal a drop-down box)

Inpatient area	Extremely likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't know	% recommended	% not recommended
J21	15	1	0	1	1	0	88.9%	11.1%
J22 CDU	105	142	20	22	13	19	76.9%	10.9%

J22 CDU

Please select the ward you wish to view
(click the purple cell to reveal a drop-down box)

Patient comments

Comments from patients who have rated 4 (unlikely) or 5 (extremely unlikely) are listed below

Comment	Rating
Long wait.	4
Waiting time very long. Don't keep patients informed.	4
Not happy - in pain. I think the doctor could do more tests today instead of waiting until tomorrow. Sending somebody home in pain is wrong.	4

Our Team at Leeds Teaching Hospitals

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@PatientExpLTHT

