



Sarah Ost

Service Delivery Manager

NHS Leicestershire Health Informatics Service

*Friends and Family Test (FFT) web and mobile app solution,
including Patient Experience and Equality & Diversity!*



Project overview

We developed an **online** and **offline mobile app FFT** solution (off-line where no internet connection), a web desktop application and a way of collecting paper responses into the same database, providing **flexibility** in the ways service users could interact

The objective was to **increase submissions** and make **FFT more accessible**.

All decisions were made collaboratively with the Trust.



The service user also has the ability to select 'no thank you' to responding with our offering, providing the trust with a new set of data that has not been captured before: Those who were offered and declined.

Who is using the solution now?



GP
Practices



Out Of Hours
Hubs



NHS
Trusts



NHS SECURE DATA CENTRE



NHS

England

Our FFT solution can easily be **rebranded** for different healthcare settings. GP practices are live with our FFT using kiosks in waiting rooms. LHis are now promoting to acute, dentists, pharmacy and opticians.

Project outcomes

Embedding FFT into the Trust has had a **positive impact** on the service user as they feel they are being **listened to** and **valued** around the care they receive. It has also had a massive positive impact on service user's mood!

Twitter activity



Leicestershire HIS
@LeicsHis

Hi [@LPT_CAMHS](#)! Please DM me your info and our FFT Project Manager will be in touch shortly.

LPT CAMHS & PMHT [@LPT_CAMHS](#)

[@LeicsHis](#) [@LPTCEO](#) [@mattpickard](#) we would really like to have some in CAMHS



Leicestershire HIS
@LeicsHis



Excited to see another go live with our [#FFT](#) & [#patientexperience](#) solution!
More coming soon for [#adultmentalhealth](#)
bit.ly/2dxzWcG



Matt Pickard [@mattpickard](#)

Crht goes live with accessible iPad based patient experience q'aire. Looking forward to much more feedback.



[@LPTpatientexp](#)
[@LPTpatientexp](#)

Exciting developments and New reporting for FFT data from next month. Thanks for the support [@S24AHJ](#) [@LeicsHis](#)



A different way of asking a question

We continually evolve the product offering for FFT and have recently worked on a second FFT mobile app which directly responds to young adults / children's needs, by introducing images rather than text based questions:



Also for those with learning difficulties:



2. Were the staff friendly and helpful to you?



Yes



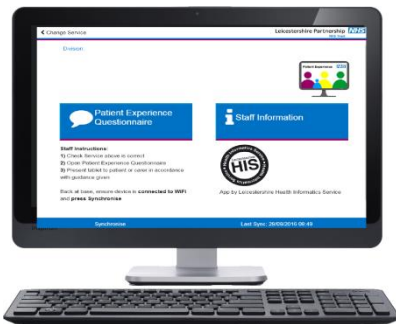
Maybe



No

Multiple data capture options

Online



Paper

Organisation Name
The Friends and Family Test

Thank you for recently visiting our organisation. We would like a few moments of your time to help us improve our quality of care. For this we ask that you fill out the questionnaire below which is called the Friends and Family Test. The practice is taking part in the Friends and Family Test which has been set up by NHS.uk

The Friends and Family Test has been created to provide services with the opportunity to identify areas that service users feel that need improvement as well as recognising good practice as well as areas that are liked by NHS patients and service users. By asking service users if they would recommend the service to their family and friends, it allows services to capture the level of care that they are providing and how it can be improved. The test has been put into place to ensure the NHS remains patient-centred and that patients are not subjected to poor quality of care in the future.

We would like you to think about your experience in the organisation, having this in mind, how likely are you to recommend our organisation to friends and family if they had a similar care or treatment?

1. How likely are you to recommend our organisation to friends and family if they had a similar care or treatment?

Extremely likely
 Very likely
 Fairly likely
 Fairly unlikely
 Unlikely
 Extremely unlikely
 Don't know

2. If we could change one thing about our care or service to improve your experience, what would it be?

Open text question

All responses are anonymous and confidential.
Your responses will be shared with the practice and any subsequent customer maps will be published, for example as part of a patient experience report.
Please tick the box below if you do not wish your account and any subsequent responses to be included in any publications or reports we may produce.
 Do not publish my responses

Please return the completed form to our Reception Staff.

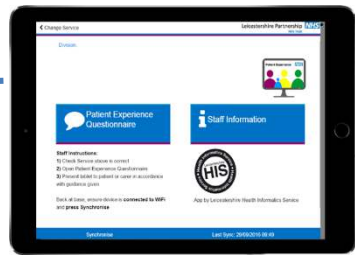
You can also take part in the Friends and Family Test for our practice at <https://organisationname.leics.nhs.uk> or scan in the QR code on the right.

FFT/ PEQ/ EDM Admin System

LHS NHS Data Centre

Reporting

Offline



FFT Reporting & Data

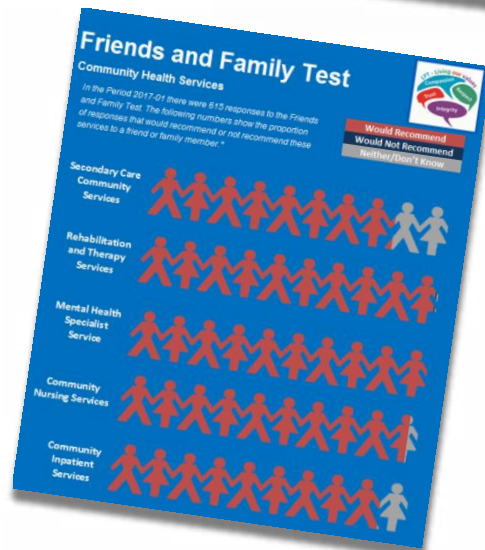
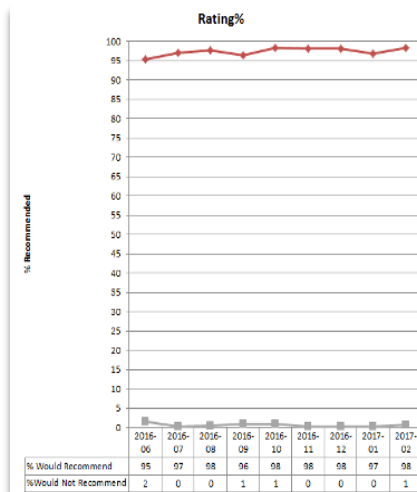
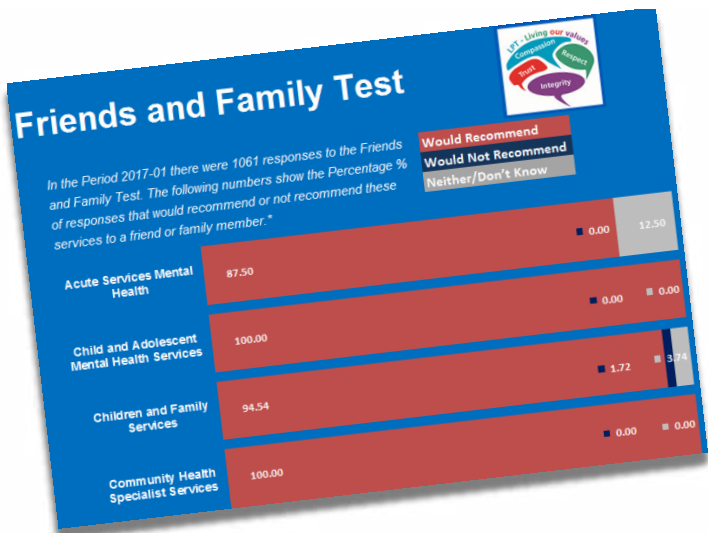
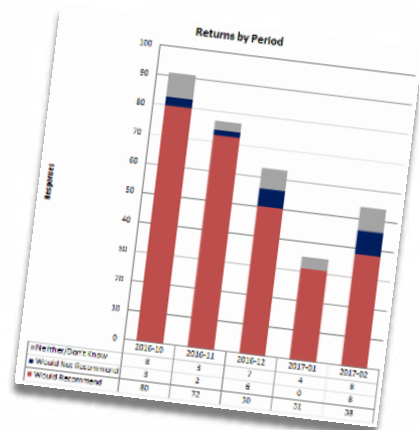
- **Login** – to secure portal, permissions define visibility of modules and data
- **View** – results, comments, Q2 analysis supporting tools; word cloud and positive/ neutral/ negative analysis
- **Download** – all that you can view plus; numbers for NHS England reporting and full data set
- **Print** – all that you can view printed in report format to share with Patient Participation Groups

*Full data set in csv
and/or spreadsheet for
filtering and own
reporting and analysis*



FFT Reporting & Data Outputs

Rep_Category_orderin	NHS_Category_Name	1. Likely	2. Likely	3. Neither	4. Unlikely	5. Extremely	6. Don't know	Total Responses
3100	Community Inpatient Services	88	33	8	0	0	4	133
3200	Community Nursing Services	21	9	1	0	0	0	31
3300	Rehabilitation and Therapy Services	309	57	1	1	0	1	369
3400	Community Health Specialist Services	44	12	0	0	0	0	56
3500	Children and Family Services	250	79	9	3	3	4	348
3600	Community Healthcare Other	27	4	1	0	0	0	32
Grand Total		739	194	20	4	3	9	969



Our point of difference

What makes our FFT offering different is that we don't just offer a product; we offer a service!

The NHS LHis team understand the NHS's requirement for reporting and where the FFT/PEQ data may end up, such as using this for CQC inspections, revalidation/ appraisals of clinicians, and one day contributing to the patient record.

As an NHS organisation, we embed naturally into the staff's core values that we always have the patients best interest at the heart of everything we do.

This flexibility, this additional service wrapper, has absolutely contributed to the success of this solution and this is that makes us different to some of the non-NHS commercial offerings.



Getting the word out

Board demonstrations, leaflets, posters and internal publications raised the profile of the new solution to colleagues.



We have written articles on behalf of the Trust, so that these can be included in staff newsletters and other publications, such as CQC newsletters.

A case study on FFT within the Trust and the positive impact it has had on patient care overall can be found on our website and on the trust website.

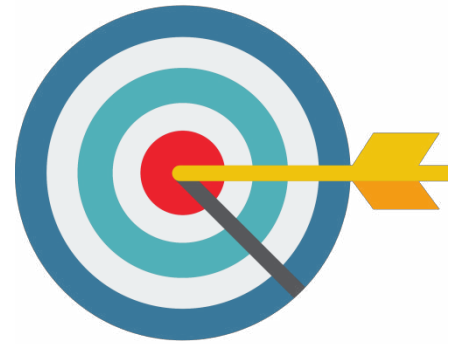
Plus we are active on social media and have used branded leaflets to promote the service



Branded QR codes were also used on posters as well as the paper submissions to promote the online solution, and ensure service users were directed to the correct form.

Impact

LPT has seen an average of **300%** increase in responses!



Feedback from the mental health crisis resolution team shows that introducing this into their service has had a **positive impact** on their service users!

Ward matrons and team leads have access to their **own feedback data** feeding improvement plans!

Action has been taken in the Trust when they are notified of any **extreme feedback**, whether that be positive or negative responses!

A more **diverse range of service users** now have access to the FFT, PEQ and EDM!

Learnings

When carrying out a lessons learnt piece of work, we identified the following:



The use of iPads to capture the FFT data can prove costly (albeit the most robust) therefore LHMIS Technical specialists are currently testing the solution on different pieces of tablet hardware to identify some possible alternatives



It takes time working with patient experience leads in developing their own service users patient experience questionnaires



In some areas there was a resistance to using technology based collection methods, rather than paper, therefore a lot of engagement work at service level is required to get those individuals on board

Moving forward

Our FFT, PEQ and EDM solution is relevant data for all organisations, public or private and we have readily promoted this service on social media, on our website, attended relevant events and produced other marketing material such as leaflets and posters promoting this service to other healthcare settings.



www.leics-his.nhs.uk/fft





Questions?



@LeicsHIS