Date: 26/11/2015

FREEDOM OF INFORMATION REQUEST012506 – Friends and family test

Please provide details of the Trust's current Friends and Family Test supplier/system:

1. When the service was implemented and the specialties included?
The Friends and Family Test was implemented at the Trust in line with national guidance issued by NHS England. Full information is available on their website https://www.england.nhs.uk/ourwork/pe/fft/fft-guidance/

2. Monthly values for the numbers of patients surveyed?
All patients and service users of the Trust have the opportunity to complete the FFT test. The details of those eligible to respond by each Unify reporting area as per NHS England and the numbers of patients submitting a response is published by NHS England https://www.england.nhs.uk/ourwork/pe/fft/friends-and-family-test-data/

3. Specific details of any aims/targets set for the Friends and Family Test and whether or not these have been achieved?
The Trust has set a Quality Priority target as follows;
QUALITY PRIORITY 1: PATIENT EXPERIENCE. TARGETS: *a) Achieve monthly scores in the inpatients Friends and Family Test (FFT) that are equal to or better than the national average. b) Achieve monthly scores in the outpatients FFT Test that are equal to or better than the national average. c) Achieve monthly scores in the community Friends and Family Test that are equal to or better than the national average*

Quality Priority	April 15	May 15	Jun 15	Jul 15	Aug 15
Trust inpatient FFT %	96	97	98	97	99
National %	95	96	96	97	96
Trust outpatient FFT %	84	82	82	88	90
National %	92	92	92	92	92
Trust community FFT	97	98	98	96	94
National %	96	95	95	95	96

For the year to date the Trust has:
- achieved this for the inpatients
- not achieved this for outpatient and community area

4. Details of any patient complaints or technical difficulties encountered whilst the service is in operation?
None

6. Does the Trust survey patients by SMS?
No

7. Where are the SMS carriers servers located?
Not applicable

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

8. Where are the servers that undertake these calls located?
Not applicable

9. Do the IVR servers process patient identifiable data?
Not applicable

If the service uses agent calls;

10. What percentage of the overall service outcomes are completed by an agent?
Not applicable

11. What information do agents have access to?
Not applicable

12. Are all agents making the calls based in a call centre?
Not applicable

13. Where are the call centres situated?
Not applicable

14. If not what percentage of calls are made by home workers?
Not applicable

15. Geographically, where are the home based workers?
Not applicable
Not applicable

16. What security measures are in place to prevent home-based workers from replicating data locally?

17. Are all home based staff CRB checked?
Not applicable

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)?
Not applicable

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? *Not applicable*

21. How do you keep personal information secure when transferring to a third party supplier?
Not applicable

Supplier Details
Please provide details of:

25. Suppliers(s) of the above services:
Not applicable

26. Expected contract length:
Not applicable

27. Contract review date:
Not applicable

28. Cost of contract:
Not applicable
Not applicable

29. Details of the implementation costs and on-going support costs:

30. Details of the processes followed to procure The Friends and Family Test?
Not applicable

31. Details of the channels used to publish the notification of procurement, for the Friends and Family Test service?
Not applicable

Paper Surveys

32. Does the Trust use paper cards to survey patients and if so what departments?
Yes. The Trust uses paper cards to survey patients across all departments of the Trust. For a full list of services provided by the Trust refer to the Trust website at www.dudleygroup,nhs.uk

33. Who keys in the data from paper surveys?
Trust personnel

34. If this is outsourced, what company input this information?
Not applicable

Local surveys

35. Does the Trust carry out local surveys?
Yes

36. If so, what methods are used to survey patients?
Face-to-face, paper based and online

37. If outsourced, what supplier is used?
Not applicable