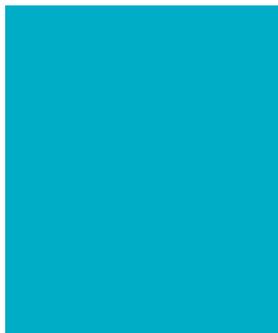
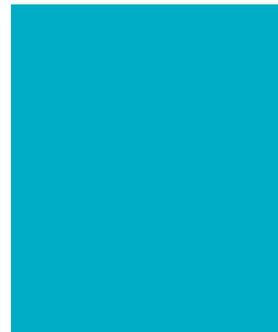
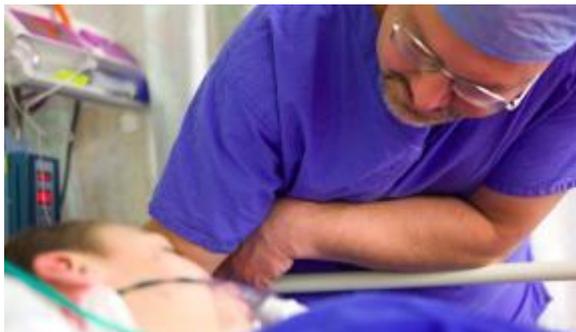


Alison Kirk

Patient Experience Manager

NHS England

Derbyshire and Nottinghamshire Area Team



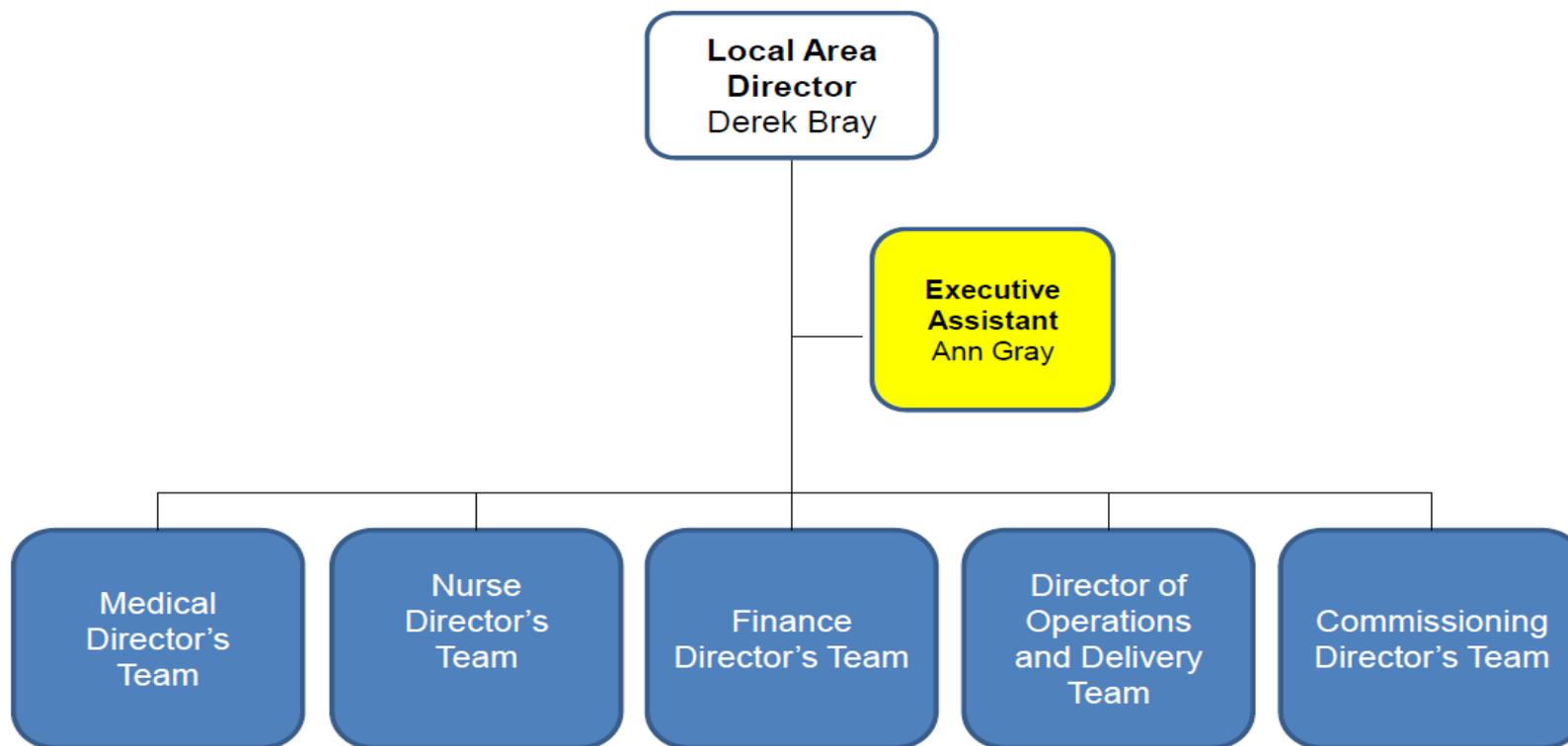
NHS England structure

- **Area teams** – commissioning high quality primary care services, supporting and developing CCGs, assessing and assuring performance, direct and specialised commissioning, managing and cultivating local partnerships and stakeholder relationships, including representation on health and wellbeing boards
- **Four regions** - providing clinical and professional leadership, co-ordinating planning, operational management and emergency preparedness and undertaking direct commissioning functions and processes within a single operating model
- **National support centre** in Leeds and a presence in London



Area Team Structure Notts and Derbys

Derbyshire & Nottinghamshire LAT structure



Patient Participation Enhanced Service

The NHS Constitution states:

“The NHS will actively encourage feedback from the public, patients and staff, welcome it and use it to improve services.”

GP Contract supports this approach:

“Patients have a key role to play as partners in both supporting the development of general practice and in ensuring the sustainability of the NHS as a whole. An enabler Delivery of their general practice services through the development of practice-based patient participation groups.”

Amendments to the GMS contract Patient Participation Enhanced Service

- 1 year extension with reduced funding
- New service aims to:
 - Ensure participation is representative e.g. Mental Health
 - Review range of feedback –Friends and Family Test (FFT), complaints, GP Patient Survey
- £20m funding
- £40m transferred to core funding for FFT

Enhanced DES 2014/15

- Develop/maintain a PPG that gains the views of patients and carers and enables the practice to obtain feedback from the practice population.
- PPG and practice staff to review patient feedback received by the practice
- Feedback should be reviewed at a frequency agreed with the PPG
- Practice and PPG should develop and agree an action plan (based on three key priority areas) and agree how the practice will implement improvements
- Practice should publicise actions taken to practice population including providing the PPG with updates on progress and assessment of subsequent achievement within the timescales agreed.
- Practices will be required to publicise improvements to the practice population, including to seldom heard groups.

Friends and Family Test (FFT)

- Contractual requirement from December 2014
- Ask standard question plus one follow up
- Monthly feedback to NHS England
- “How likely are you to recommend our practice to friends and family if they needed similar care or treatment?”

Friends & Family Test – what is it?

Tool to capture patient experience feedback

Plus:

- Catalyst for change
- Opportunity for conversation
- Identify doing this 'right'



How does it work?

How likely are you to recommend our practice to friends and family if they needed similar care or treatment? (*Wording subject to updated guidelines*)

- Six possible responses
- Categorised into six categories
- The responses are used to calculate the number of service promoters (those who answered very likely)
- Providers choose the wording of an additional question

The story so far....

- Asked in all NHS Inpatient and A&E departments across England since April 2013
- First inpatient / A&E publication July 2013
- Maternity implemented from October 2013
- First maternity publication 30 January 2014
- Pilots tested FFT in different settings including primary care
- Lots of work on making FFT accessible for all patients
- Increasing numbers of examples of changes made as a result of feedback



Friends and Family Test

2 million

- 4.2 responses every minute
- 253 responses every hour
- Circa 6100 every day and growing.....

Examples of improvements...

Patients said....	We did...
Women who gave birth during breakfast time were missing out on breakfast.	Mealtimes are more flexible
Drug rounds were happening when patients were off the ward	Introduction of medication cards for patients who are off the ward to alert them that their medication is waiting to be dispensed
Staff on the cancer ward didn't always introduce themselves to patients.	All healthcare professionals have been reminded of the importance of introducing themselves to patients
Telephones ringing late at night were keeping patients awake	Telephones have now been switched to silent and have lights to let staff know when they are ringing
Parking is a huge cost after losing a relative	Bereaved families receive free car park exit tickets
Patients felt hungry between the 6pm dinner and the 7am break	Provision of snacks at supper time around wards
"Was in pain on previous admission, felt ignored by staff"	now developing self-medication programme for patients to enable them to manage their own analgesic medication when they require it rather than waiting until they are in pain and then needing to ask staff for tablets

FFT Guidelines

Updated guidelines will:

- Include the wording to be used in General Practice
- Identify the eligible population
- Identify the required response rates
- Inform as to the reporting tool



Implementation timetable

A&E & Inpatients	From April 2013
Maternity Services	From October 2013
GPs	December 2014
Community Services	December 2014
Mental Health Services	December 2014
All other NHS Funded Services	By end March 2015

← Reported and Published Monthly →

Quarterly Friends and Family Test for Staff from April 2014

FFT learning event 23 July 2014

The learning event will provide you with:

- An understanding of the background, and managing of the FFT and its potential role in service improvement in the NHS
- Be able to work out who to contact on different FFT matters in the region and their contact details
- Understanding how FFT data is typically displayed and how it can be used
- A list of the key challenges and potential solutions in the implementation of FFT
- Action plan to assist in identifying and providing solutions to challenges in FFT implementation
- FFT in a Box' which General Practices can use to gather data within their surgeries

Thank you for listening, any questions?

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