

MEETING:	Islington Overview and Scrutiny Committee
DATE:	
TITLE:	Patient Experience: Friends and Family Test (FFT)
LEAD DIRECTOR:	
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1. EXECUTIVE SUMMARY

This paper looks at how GP practices in Islington have been introducing the Friends and Family Test (FFT) and the scores from the patient FFT for the main providers of secondary healthcare for Islington residents. It also compares the FFT results with results of the national patient surveys for these providers.

The report highlights that Islington GP Practices have implemented systems for the capture of FFT surveys and are now looking to increase the number of responses received. The main secondary healthcare providers for Islington residents have continued to improve their FFT scores and now have above London and national average scores, which indicates improved patient satisfaction.

2. INTRODUCTION

The Friends and Family Test (FFT) is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience. When combined with supplementary follow-up questions, the FFT provides a mechanism to highlight both good and poor patient experience.

FFT is a single question survey which asks patients whether they would recommend the NHS service they have received to friends and family who need similar treatment or care. In 2013/14 FFT was introduced for providers of NHS funded acute services for inpatients and patients discharged from A&E via a national CQUIN (Commissioning for Quality and Innovation) which is an additional payment made to NHS providers to enable commissioners to reward quality innovation. FFT has since been extended to include: all women who use NHS funded maternity services (October 2013); a Staff FFT process to allow staff feedback on NHS Services (April 2014); and GP services (December 2014).

3. GENERAL PRACTICE

3.1 Friends and Family Test (FFT)

As highlighted earlier, FFT was introduced into GP practice on 1 December 2014. In order to assess how the implementation process is progressing we contacted eight GP practices across the different Islington CCG localities. All practices had a system in place and had received some FFT responses, with the highest number recorded as of beginning March 2015 being 95. Most practices had plans to increase FFT uptake with more publicity and patient awareness.

All practices contacted stated that they had received mainly positive results, the surgery which received 95 responses had a recommendation rate of 83% (patients 'extremely likely' and 'likely' to recommend the practice). No practice at the time of being contacted had displayed their results, but all practices had plans to display the results in the practice. Results from January and February's data for all the GP practices will be available to the public, practices and commissioners on 27 March. The data will be placed on the NHS England website www.england.nhs.uk, it is anticipated that March's data will be published on the NHS Choices website www.nhs.uk in May 2015 and each month thereon.

3.2 GP National survey

The national GP survey is a questionnaire sent to households across England asking about resident's experience of GP services. The questions cover: accessibility; waiting times; opening hours; and overall patient experience. The most recent data was collected in Quarter 4 2013/14 and Quarter 2 2014/15 published in January 2015.

Response rates: for the Islington CCG area 15,390 surveys were distributed, 26% (4,043) of these were responded to, which is in line with other inner London Boroughs but below the England average response rate of 33%.

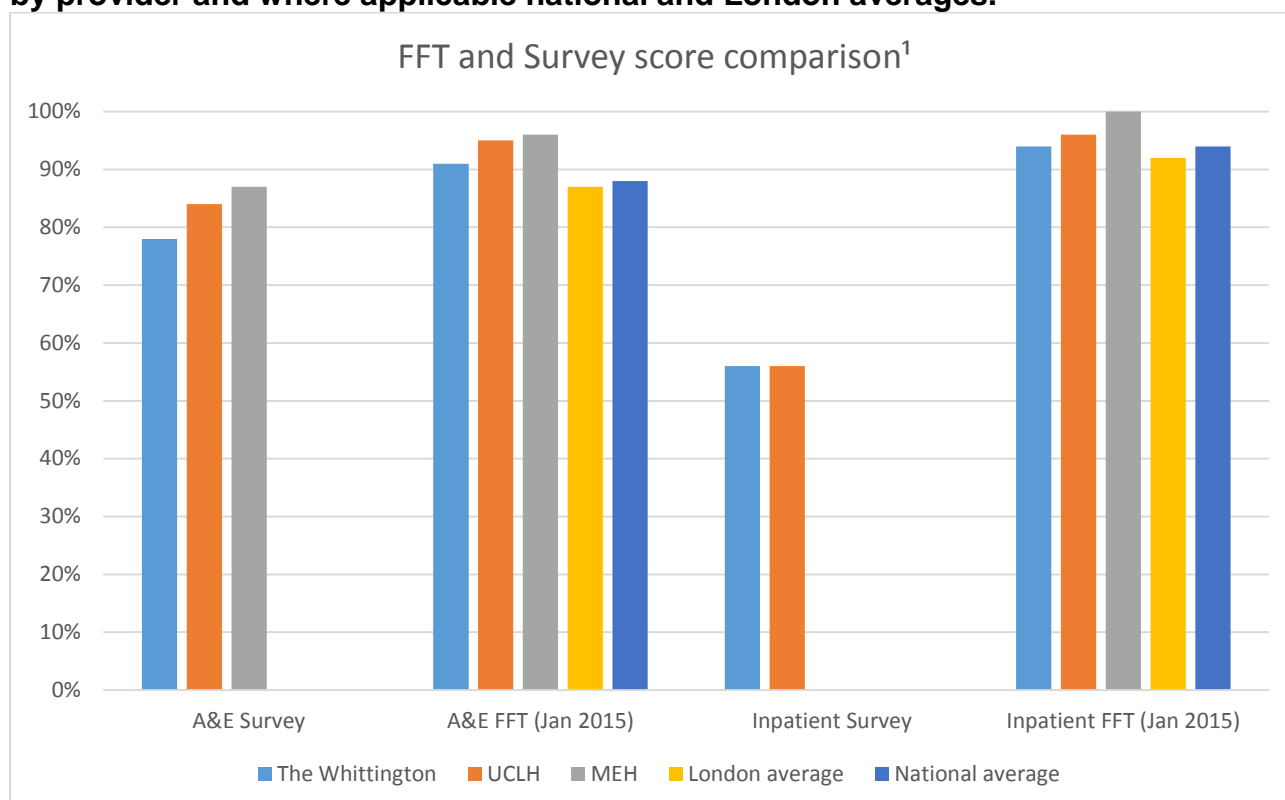
Results: 37% of Islington residents felt their 'overall experience' of GP practice was 'very good', this in line with the London average (36%) but slightly less than the national average (43%). A slightly higher proportion than average of Islington residents feel that their GP practice is 'fairly poor' (6%) when compared with the London and national average (5%).

Seven Islington GP practices had combined scores for 'very good' and 'fairly good' above or equal to 90%. Only four Islington practices had scores below 70% for the same indicators, the lowest Islington practice score was 62%. 45% of residents in the Islington CCG area would 'definitely recommend' their GP practice to someone who has just moved into the area, this is slightly higher than the London average (43%) but below the national average (47%). Most other results are in line with national figures. Two Islington GP practices had recommendation levels ('definitely' and 'probably' recommend) above or equal to 90%, only one Islington practice had recommendation levels below 50% (at 46%).

4. SECONDARY HEALTHCARE PROVIDERS

The initial requirement in 2013 was for the provider to achieve a combined response rate of 15% across A&E and inpatient care. The 2014/15 CQUIN requires Trusts to average a response rate for Quarter 4 2014/15 of 20% in A&E and 30% in inpatient services. There is no target with relation to the score, which may differ depending upon the type of services provided. The full results of the FFT for each provider is published on the NHS Choices website www.nhs.uk.

Table 1: Comparison of January 2015 FFT scores and National Patient Survey results by provider and where applicable national and London averages.



¹ The figures from the national patient survey have been turned into percentages for ease of comparison no London or national average figures were available

5. THE WHITTINGTON

A&E FFT response rates and score: the proportion of people attending A&E completing the FFT survey has averaged around 16%, which equates to approximately 2,500 patients completing the survey per month. Since December 2013 the number recommending the Trust has been 82% - 91% with the latest figure (January 2015) being 91% of people attending A&E recommending the Trust. When compared with other London Trusts, the satisfaction levels in A&E have been slightly higher than the London average.

A&E National Survey: the 2014 A&E Survey was conducted across Quarter 4 2013/14. As with all participating hospitals, surveys were sent to 850 patients. 198 responses were received from Whittington patients (a response rate of 23%). The score The Whittington received for 'overall experience' was 7.8/10 (10 being the highest) which was similar to other Trusts and in line with FFT scores.

Inpatient FFT response rates and score: since December 2013 and throughout 2014/15, 35% – 45% of inpatients, (which equates to around 300 – 450 patients per month) have completed the survey. Between April 2013 and January 2015, the proportion of inpatients recommending The Whittington (those who are 'likely' and 'extremely likely' to recommend the Trust as a place to be treated or cared for) has varied from 87% to 94%. The most recent results (January 2015) were 94% of inpatients recommending the Trust. When compared with other London Hospitals Inpatient satisfaction levels over the year have been slightly lower than the average London Hospital.

Inpatient National Survey: the last national inpatient survey was conducted across Quarter 3 and 4 2013/14. 294 responses were received (response rate of 35%), the score The Whittington received for 'overall views and experience' was 5.6/10, this was similar to other Trusts and in line with the FFT scores received.

6. UNIVERSITY COLLEGE LONDON HOSPITALS (UCLH)

A&E FFT response rates and scores: response rates at UCLH A&E have varied significantly over the months since FFT was introduced from a 50% response rate in December 2013 (surveying 2529 patients) to a 16% response rate in November 2014. The most recent rate has been 26% (January 2015). The A&E score has generally improved over recent months from 85% (December 2013 and June 2014) to 95% (January 2015). This slightly higher than the London average.

A&E National Survey: from the 2014 survey the UCLH score for overall experience at A&E was 8.4/10 which was similar to other Trusts and in line with the FFT scores.

Inpatient FFT response rates and scores: since May 2013 the FFT response rate has been between 25% and 35% of inpatients providing a completed FFT survey. The percentage of people recommending UCLH for inpatient care since April 2013 to January 2015 has usually been above 95%. This is above the London average.

Inpatient National Surveys: UCLH had a response rate of 42% for the 2014 inpatient survey. The score UCLH received for overall views and experience was 5.6/10 this was similar to other Trusts (same as The Whittington) and in line with the FFT scores received.

7. MOORFIELDS EYE HOSPITAL (MEH)

A&E FFT response rates and scores: Since November 2013 response rates have been around 27% for each month (which is approximately 2,000 patients responding each month). The percentage of people recommending MEH A&E since April 2013 to January 2015 has consistently been around or above 95% making MEH one of the most recommended Trusts in London.

A&E National Survey: 312 responses were received for MEH (a 32% response rate). The overall score for experience at MEH A&E was 8.7/10. The slightly higher score than The Whittington or UCLH is in line with the FFT score MEH receives.

Inpatient FFT response rates and scores: MEH has a low volume of inpatient activity. The Trust regularly achieve over a 70% return rate for inpatient services (which is approximately 60 - 70 patients per month). MEH has consistently achieved between 96% and 100% of patients recommending inpatient care at MEH.

Inpatient National Survey: Due to the low level of inpatient activity the national inpatient survey is not conducted for MEH.

8. CAMDEN AND ISLINGTON FOUNDATION TRUST (CIFT)

FFT: Implementation of FFT is part of the CQUIN for Mental Health Trusts this year (2014/15). The Trust have highlighted that the FFT questions have been incorporated into the current inpatient and community patient experience survey. There are no results to date.

National Surveys: The Community Mental Health survey was conducted at the start of 2014. CIFT had 200 responses and the score was 7.5/10 which is in line with other providers.

9. CONCLUSION

The FFT scores and national survey scores for Islington providers are in line with national and London scores. Islington CCG will continue to monitor and engage with healthcare providers for Islington residents to ensure that they continue to improve patient satisfaction.

The CCG will regularly review FFT and national survey findings in relation to Islington GP practices. When required the CCG will liaise with NHS England and Islington GP practices to ensure practices are supported both in the implementation of FFT and to identify improvements which can be made in service delivery.

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