

The Friends and Family Tests (FFT) for Patients and for Staff

As an established provider of patient and staff experience surveys across the NHS, and with CQC approval to provide the National NHS Patient Experience Programme surveys we have a wealth of experience and expertise in running large scale surveys in all sectors of the NHS. One of the services we provide to our customers is the FFT survey for patients and for staff.



- Patient Perspective will use the most appropriate method to deliver the survey to your patients and/or staff, including:
 - Printed cards.** Our experience has shown that postcard completion is the easiest method for most patients to use. Cards are also favoured by some staff who work in the community or who have limited access to computers.
 - Online completion.** The staff FFT is often completed online via a secure weblink delivered by email. Fewer patients choose to complete the survey online.
 - SMS (text) completion.** This works well in areas that normally have difficulty getting a good response rate, in particular Emergency Departments, Outpatients and Day Case, and encourages a better response from younger patients. We always provide a postcard option alongside SMS for those that don't have a mobile phone or prefer to complete by hand.
- Our FFT cards include the standard FFT questions and a follow-up free-text question asking why patients gave the score they did. We also ask for gender, age and ethnic group to assist with further analysis. Up to 5 additional questions can be added to the card, chosen by the NHS Trust.
- Cards are A4 or A5 in size and have the NHS and Trust logo printed on them. They can be designed to be sealed upon completion, if required. Each card includes a web link for those wishing to complete the survey online. A Quick Response (QR) code can also be included.
- Cards for patients are handed out by staff. Staff cards are delivered to them by your internal mail to the staff member's base or home address if required.
- Completed cards are handed back to staff or managers and then forwarded on in bulk by the Trust to Patient Perspective for processing. Trusts have the option of allowing patients or staff to post the cards directly back to Patient Perspective using our Freepost address.
- Reports are produced for individual clinics, wards, teams or departments and include analysed and themed written comments. We are pleased to report that our FFT reports have been well received by customers.
- We can also produce posters to display the results to patients/staff – these can be tailor made to each organisation's specific needs.

Patient Perspective provides a comprehensive and flexible survey package for the FFT, which includes:

- A named project manager supporting you throughout the process
- High quality printing and delivery of the FFT cards to you
- Online completion option
- Freephone telephone number and telephone support for those needing help to complete the survey
- All data entry (including typing of patient comments)
- A monthly data feed for each type of survey, to an agreed format and timetable, for your UNIFY returns
- Weekly progress reports by email
- Monthly ward/clinic/team reports, as required
- Bespoke posters to display the results to patients/staff
- Alerting Trust staff to any comments received that require immediate consideration
- NB Postage of completed postcards to Patient Perspective is not included.

We offer a single fixed cost, dependent on the methodology chosen and the number of eligible patients or staff.

STEVE BRUSTER CHIEF EXECUTIVE OFFICER

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Expertise
and quality

Personalised
and responsive
customer
service

Value for
money

A recognised expert in patient experience surveys, Patient Perspective Ltd is a nationally approved survey contractor.



We are an approved contractor for both the Care Quality Commission National Patient Survey Programme in England and the Scottish Government Better Together survey programme.

We are specialists in reliably and accurately reporting patient experience survey results to services, teams or individuals.



We provide high quality information to help healthcare teams improve the services and care they provide and to help individual clinicians in their professional practice and development.

We are experts in carrying out patient experience surveys using proven methods tailor made to meet your needs.



We design and run postal, telephone and web-based surveys, hold focus groups and face-to-face interviews to help you gather patients' perspectives on their experiences of care.

We help you take action to improve services based upon what patients and their families tell you about their healthcare experiences.



We can advise you on quality improvement approaches and help you design and facilitate quality improvement activities such as workshops to turn your patient experience feedback into improvement actions.

We use scientifically rigorous methods which deliver statistically reliable results.



Patients are enabled to say what matters to them and staff can be confident they have reliable and meaningful information.

We offer a personalised, responsive service focused on your needs.



Our considerable experience and expertise means that we can make the same 'quality commitment' to each of our customers: a personalised relationship, a tailor made service, a focus on quality.

"I've shared the reports with colleagues over the last month or so and they are all very positive about this layout"

Lead for
Patient
Experience

We would be delighted to discuss how we can help you get the robust results you need to improve the healthcare experience of your patients and engage your staff.

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