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Document Title: Capturing and Managing Friends and Family Feedback	Version Number: 1.1
	Status: Ratified
Scope: The Collection and Management processes of Friends and Family feedback across the Trust	Classification: Organisational
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Replaces: Version 1, Capturing and Managing Friends and Family Feedback, CORP/SOP/057	Head of Department: Fliss Swift, Patient Experience Manager
Validated By: Mary Aubrey, Director of Governance	Date: 16/06/2017
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Review dates may alter if any significant changes are made	Review Date: 01/06/2020
Which Principles of the NHS Constitution Apply? Please list from principles 1-7 which apply 1,3,4	Which Staff Pledges of the NHS Constitution Apply? Please list from staff pledges 1-7 which apply 1,2
Does this document meet the requirements of the Equality Act 2010 in relation to Race, Religion and Belief, Age, Disability, Gender, Sexual Orientation, Gender Identity, Pregnancy & Maternity, Marriage and Civil Partnership, Carers, Human Rights and Social Economic Deprivation discrimination? Yes	
Document for Public Display: No	
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BEHAVIOURAL STANDARDS FRAMEWORK

To help create a great place to work and a great place to be cared for, it is essential that our Trust policies, procedures and processes support our values and behaviours. This document, when used effectively, can help promote a workplace culture that values the contribution of everyone, shows support for staff as well as patients, recognises and celebrates the diversity of our staff, shows respect for everyone and ensures all our actions contribute to safe care and a safe working environment - all of which are principles of our Behavioural Standards Framework.

Behavioural Standards Framework – Expectations ‘at a glance’

Introduce yourself with #hello my name is... 	Value the contribution of everyone	Share learning with others
Be friendly and welcoming	Team working across all areas	Recognise diversity and celebrate this
Respect shown to everyone	Seek out and act on feedback	Ensure all our actions contribute to safe care and a safe working environment
Put patients at the centre of all we do	Be open and honest	For those who supervise / manage teams: ensure consistency and fairness in your approach
Show support to both staff and patients	Communicate effectively: listen to others and seek clarity when needed	Be proud of the role you do and how this contributes to patient care

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1. SUMMARY

The Friends and Family Test is a national requirement. Patients should be given the opportunity to state (based on their experience) how likely are they to recommend our service to friends and family if they needed similar care or treatment.

This document outlines the processes in place to ensure that patients are given the chance to provide FFT feedback and they are directed to the appropriate primary method in which to do so (written feedback, text messaging, interactive voice messaging or iPad). This document also outlines the process of safely transferring feedback to the software company for processing, as well as the role and responsibilities post processing in terms of publicising and acting on feedback.

- Where SMS (text messaging) and IVM (Interactive Voice Messaging) are being used as the primary means of collecting FFT feedback for Outpatients, Accident and Emergency Departments and Day Cases. All patients need to be made aware that they may receive either a text message to their mobile phone or IVM to their landline asking for feedback about their experience and that their feedback is valued and important to the Trust.
- Where iPads are being used to collect FFT feedback (as opposed to paper forms) for Inpatients; patients must be given assurances that their feedback is confidential.
- Paper forms are available (on patients' request) for all wards and departments. All paper forms need to be collected and safely transferred to the software company, namely Healthcare Communications for processing. However, the use of paper forms will no longer be the primary method of capturing patients' feedback.

2. PURPOSE

To define the process for Inpatient and Day Case Wards, Accident and Emergency Departments, Outpatient Departments and Maternity services (ante-natal clinics, labour wards, post-natal wards, community post-natal services) for collecting and managing feedback.

3. SCOPE

- Inpatient Ward staff
- Outpatient staff
- Accident & Emergency Department staff
- Maternity Services Staff (the four service areas as defined above)
- Community Service Staff
- Patient Experience Staff
- General Office

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4. STANDARD OPERATING PROCEDURE

4.1 Duties

4.1.1 Operational Front-Line Staff Duties

a. Collection feed back using iPads

- When iPads are being used to collect feedback, members of staff should make patients aware that their feedback is important to the Trust and ask them to complete the online form.
- Members of staff should consider which is the most appropriate FFT application to use for each individual patient (the different apps will be available on all tablets).
- Support should be offered and provided to patients who may require assistance when completing the feedback electronically.
- Safe collection of the iPads after the feedback has been completed by the patient/carer is the responsibility of the ward/ department staff.
- As with other hospital equipment, it is ward/department's responsibility to keep iPads secure, charged and ready for use.
- When not in use iPads should be stored in a secure place on the ward.

b. Collecting feedback using text messages and interactive voice messages

- Text messages and interactive voice messaging is primarily being used for Accident and Emergency Departments, Outpatients and Day Cases. Members of staff should alert patients that they may receive a text message on their mobile phone or a phone call on their land line to ask about their experience.
- Members of staff should explain to patients that their feedback is important to the Trust and that giving feedback will be greatly appreciated.
- There is an opt-out option for patients who would prefer not to be contacted on their landline or mobile with any future FFT feedback requests. For SMS messaging patients can simply type the word "STOP" to opt out of future messages. Alternatively staff can stop a potential message from arriving by following these simple steps:
 - Please email the Healthcare Support Desk on support@healthcomm.uk and copy PatientExperienceandFFTInbox@mbht.nhs.uk.
 - The title of the email should be "MBHT Request to Block Patient Telephone number".
 - The email content should be "Please block the phone number ***** The Patient NHS Number is *****"
 - Please make the patient aware that the blocking feature might take few days to be activated, but future surveys will be blocked.

c. Collecting feedback when using paper FFT forms

- The FFT post box must be emptied on a weekly basis.
- The name of the Ward will need to be stamped/written on each paper form by the ward staff (only generic paper forms will be used in the future)
- Only original forms can be scanned by our survey provider, Healthcare Communications.
- Photocopied forms will be returned by the survey provider and will not be reported as part of ward responses. Further supplies of original forms can be obtained by

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contacting PatientExperienceandFFTInbox@mbht.nhs.uk

- Completed forms must not have any attachments such as stapled or taped sheets of paper, post-it notes etc. attached to them. These will be returned by Healthcare Communications and will not be reported as part of any ward responses.
- Batched forms should be packaged and clearly labelled using the pro-forma highlighting “FFT Forms, from x Ward or Department”. The completed pro-forma and FFT forms should be returned to General Office by 12 noon on the collection day.
- The collection day is every Monday unless there is a Bank Holiday when the day moves to the Tuesday immediately after the holiday.

d. Management of feedback

- Duties of staff are to ensure that all patients in Emergency Departments, Inpatient wards, Outpatients and all users of maternity services are given an explanation of the NHS Friends and Family Test (FFT). In addition, marketing materials will be available for staff to hand out when required.
- To ensure that all patients eligible to take part in the FFT who do not have a mobile phone number or landline, can receive a paper form to complete the FFT survey if so desired.
- To ensure that paper survey forms are deposited in the designated FFT collection box.
- To ensure that the name of the ward/department the feedback relates to is added to all paper forms (written on or stamped on)
- To ensure that paper forms are returned to General Office on a weekly basis.
- To ensure that FFT publicity posters are displayed in wards and departments.
- To ensure that FFT Service Reports are displayed on ward and department noticeboards and are clearly visible to patients.
- To ensure that FFT Service Reports are actioned and shared amongst staff by the Ward Manager or designated FFT lead.
- Where a problem is identified, please raise it via emailing either PatientExperienceandFFTInbox@mbht.nhs.uk or fliss.swift@mbht.nhs.uk

4.1.2 General Office Duties

- General Office will return paper forms to Healthcare communications by next day, first class recorded delivery (unless specific arrangements have been made for forms to be collected by courier on behalf of Healthcare Communications).
- The Healthcare Communications address is:
Healthcare Communications UK Ltd
Stewart House
Royal Court
Macclesfield
Cheshire
SK11 7AE
- General Office shall check returns against the list of eligible wards/areas for their site.
- General Office shall notify PatientExperienceandFFTInbox@mbht.nhs.uk of non-returning areas by 13:00 hrs on the day of collection.

4.1.3 Duties of Patient Experience Manager / Patient Experience Staff

- Non-returning wards shall be reminded of the importance of timely submission.
- Wards and departments who regularly miss submission dates will be escalated to the Matron and Assistant Chief Nurse to facilitate a discussion regarding issues with

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submission/collection.

- An email shall be sent to all participating wards/departments the day before collection/submission.
- An email shall be sent to all participating wards/departments on the morning of collection/submission.
- A monthly UNIFY data file which is fully compliant with NHS England reporting requirements will be submitted.
- Regular reports to Clinical Quality and Governance Committee will be submitted.

4.2 Envoy Messenger Guideline

4.2.1 Login

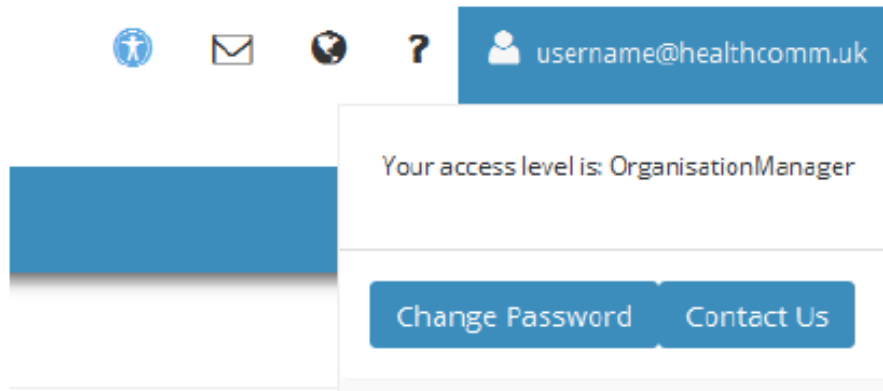
- Go to trustenvoy.co.uk
- Enter the username you have been provided
- Enter the password you have been provided
- Click the logon button

4.2.2 Bookmarking the website

You may need to use the Envoy site on a daily basis so we suggest that you add the site address to your browsers' bookmarks or favourites. You may also consider saving a shortcut on your desktop. This is usually very simple and easy to do. If you are having difficulty doing this, please consult your IT department.

4.2.3 Change password

- To change your password:
- Click on your username at the top right hand corner of the screen



- Click on the “Change Password” button
- Input your current password in the “Current Password” field
- Input your new password in the “New Password” and “Confirm New Password” fields

Password Criteria:

- The right-hand side of the page will display the requirements for your organisations' Password Policy

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To change your password, please enter your details into the fields below.

Current Password

New Password

Confirm New Password

Generate Password

RvktgV40T3

Password Policy

- Length Requirement: 9
- Letter Requirement: 5
- Numeric Character Requirement: 4
- Special Character Requirement: 0


- The Password Policy will tell you how long the password needs to be and the number of letters, numbers and special characters (e.g. ? ! # %) required
- The “generate password” box provides you with a randomly generated password that meets the requirements for your organisation
- To generate a new password, click the ‘refresh’ button in the top right hand corner of the box
- The button in the bottom right of the box allows you to copy the password to paste into the “New Password” and “Confirm New Password” fields

Forgotten Password

If you forget your password, click on the “Forgotten Password?” link on the login page. This is an automated email facility that will send you the password upon request.


4.2.4 Reports Home page

The home page allows you to navigate to the different sections with Envoy Messenger:




Envoy Messenger is our leading communications software that provides messaging options to over 104 Trusts and Health Boards across England, Wales and Northern Ireland. Over 100 million messages have been securely sent to patients via Voice, SMS, Agate Calls, Email, Online and Letters.

[Return to Envoy Classic](#)



Our award-winning Appointment Reminder module is designed to support various patient pathways, including general bookings, patient portal, Confirmations/Reminders and post-discharge. Our solution reduces DNA rates, increases RfR and reutilises cancelled appointments for greater efficiency savings.

[Click here](#)



Designed exclusively for the NHS with direct input from front-line staff, a survey feature exists to drive patient experience and increase efficiency. Envoy automatically captures responses, analyses and reports on results in real time. Supports The Friends and Family Test, Local Surveys, Mystery Shoppers and bespoke Trust surveys with auto-reporting and action plan capabilities.

[Click here](#)

- “Click here” on the **Patient Experiences** tile. This will take you to the Patient Experience section of Envoy

Patient Experience Section

Patient Experience ☆

Friends & Family Test

Access real-time patient feedback, auto-reporting and Sentiment Analysis tools to support change and drive service improvements.

Includes key word theming, Unity reporting and the ability to filter results specific to ward or clinic.

[Click here](#)

Local Surveys

Our local surveys provide performance feedback over a dedicated period of time or delve deeper into issues at a local level to focus on specific improvement areas.

[Click here](#)

Patient Experience Portal

Gain the full picture of patient experience with the triangulation of patient feedback from multiple sources, collected across all care pathways and single episodes of care.

[Click here](#)

Feedback Alerts

A suite of reports for the “Feedback Alerts” from FFT discharge responses and online surveys. Displays information and statistics on the generated alerts and the responses that triggered them.

[Click here](#)

Patient Wellbeing

Survey patients with specific questions relating to their care or consultants. Data is automatically collected and reported on in real-time.

[Click here](#)

Reports

A suite of reports of Friends & Family test reports to provide an insight into patient experience.

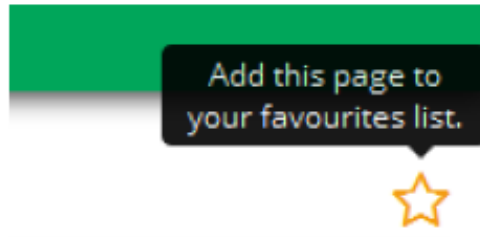
[Click here](#)

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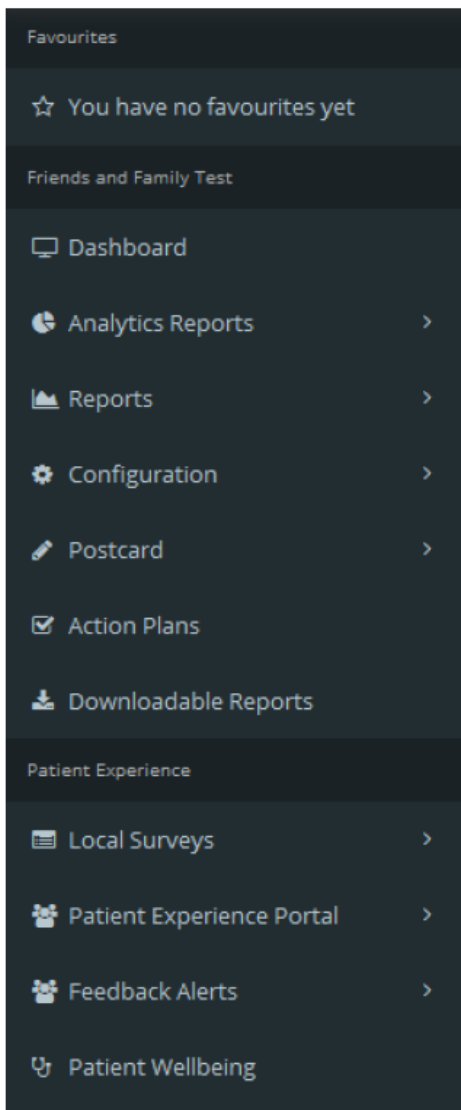
The Patient Experience section allows you to navigate to the various reporting areas on Envoy which relate to Friends and Family Test surveys and Local Survey results.

Favourites

To add a page to your favourites, click the star symbol on the right-hand side of the page.



Once you have added the page to your favourites, the star will be filled in to indicate that the page is now a favourite. You will be able to access your favourite pages easily and efficiently on the navigation bar on the left-hand side of the page.

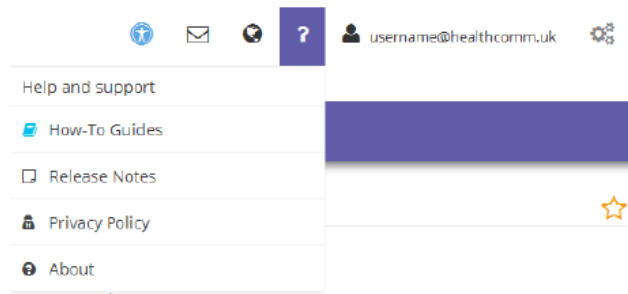


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4.2.5 Detailed user guides

There are online user guides to help you with more advanced use of Envoy should you need to. We can support additional training remotely if required.

- Click on the Question mark (?) at the top of the page next to your username.



- Click “How-To Guides” to access the more detailed guides which are available as PDFs.

4.3 Page Tours

Within each page on Envoy there is a page tour to help you navigate each individual page.

To access page tours:

- Click on the Question Mark (?) at the side of the page
- Click on “Full Tour” to start the tour of the page.
- Once you have completed a section of the tour, click “Next” to go to the next area or “End tour” to exit the tour.

4.4 Support Details

If at any time you run into problems or would like to discuss the functionality of the website in more detail, please feel free to contact our support team via email at support@healthcomm.uk or call us on 0845 9000 890 and ask to speak to a member of support.

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5. ATTACHMENTS	
Number	Title
1	SOP on a Page - FFT Feedback process for All Departments
2	FFT Proforma
3	SOP on a Page - FFT Feedback process for General Office
4	Equality & Diversity Impact Assessment Tool

6. OTHER RELEVANT / ASSOCIATED DOCUMENTS	
Unique Identifier	Title and web links from the document library

7. SUPPORTING REFERENCES / EVIDENCE BASED DOCUMENTS	
References in full	
Bibliography	
NHS England	Friends and Family Test (accessed 27/04/2017)
NHS England	Guidance on implementing the Friends and Family Test (accessed 27/04/2017)

8. DEFINITIONS / GLOSSARY OF TERMS	
Abbreviation or Term	Definition
FFT	Friends and Family Test
HC	Healthcare Communications
IVM	Interactive Voice Messaging

9. CONSULTATION WITH STAFF AND PATIENTS		
Enter the names and job titles of staff and stakeholders that have contributed to the document		
Name	Job Title	Date Consulted
Sally Richardson	Patient Representative	02/05/2017
Martin Brooks	Personal, Fair and Diverse Champion	26/04/2017

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10. DISTRIBUTION PLAN	
Dissemination lead:	Matrons, Ward Managers, Ward Clerks/Ward FFT leads, General Office Staff at FGH, RLI, WGH. Library for inclusion on internal system.
Previous document already being used?	Yes
If yes, in what format and where?	Process note in briefing pack issued to wards and departments.
Proposed action to retrieve out-of-date copies of the document:	Information in the briefing note is still current
To be disseminated to:	
Document Library	
Proposed actions to communicate the document contents to staff:	Continued email circulation to Ward Managers, Ward Clerks/FFT Ward contacts, Matrons, General Office staff when necessary Include refresher advice in the UHMB Weekly News Documents uploaded to the Document Library

11. TRAINING				
Is training required to be given due to the introduction of this policy? No				
Action by	Action required	Implementation Date		
Patient Experience Manager	Arrange training webinar sessions with Healthcare Communications to train users of the new system.	31 st May 2017		
12. AMENDMENT HISTORY				
Version No.	Date of Issue	Page/Selection Changed	Description of Change	Review Date
1.1	10/10/2017	Page 3	BSF page added	01/06/2017

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The Friends and Family Test (SOP on a Page) FFT Feedback process for all wards/departments

Patient enters ward/department

- Inform patients of FFT questionnaire (At appropriate/sensitive time)
- A&E, Outpatients and Day cases: check the patient has a correct mobile and landline number on record (If not paper questionnaire to be given).

Patient encouraged to feedback

Inpatients:

- Use the iPads to collect FFT feedback (as opposed to paper forms).
- Patients must be given assurances that their feedback is confidential. Appropriate time to give out the iPads: either just before (within 24hrs) or within the discharge period (NOT at point of discharge).

On discharge

- Inpatients: Patients asked if they've completed the survey
- Outpatients, A&E and Day Cases - All patients need to be made aware that they **may** receive either a text message to their mobile phone or IVM to their landline asking for feedback about their experience and that their feedback is valued and important to the Trust.

If Paper form Questionnaires are used (on Request by patient)
Questionnaire should be put into box by patients or collected by staff

Every Monday morning (1st task): box emptied

Questionnaires parcelled, FFT pro-forma completed and attached

Taken to the General Office by 12pm each Monday

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FRIENDS AND FAMILY TEST / HEALTHCARE COMMUNICATIONS PRO-FORMA

Ward/Department

Number of FFT surveys

Date

Person Completing
(ward/dept.)

Name:

Title:

Please:

- Complete this pro-forma
- Place completed survey forms in an envelope
- Attach pro-forma to envelope
- Return to General Office by 12pm every Monday

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The Friends and Family Test (SOP on a Page) FFT Feedback process for General Office

**Receive questionnaires from wards/departments:
Monday by 12pm**

**Details recorded from the pro-forma onto FFT Collection
points' returns sheet**

Store records

**Send recorded delivery Monday pm or use the courier service
if arranged**

For more information please contact
PatientExperienceandFFTInbox@mbht.nhs.uk

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Equality Impact Assessment Form

Department/Function	All Divisions			
Lead Assessor	Fliss Swift / Nada Mostafa			
What is being assessed?	The impact of the new system of capturing FFT patient feedback			
Date of assessment	25/04/2017			
What groups have you consulted with? Include details of involvement in the Equality Impact Assessment process.	Equality of Access to Health Group	<input type="checkbox"/>	Staff Side Colleagues	<input type="checkbox"/>
	Service Users	<input checked="" type="checkbox"/>	Staff Inclusion Network/s	<input checked="" type="checkbox"/>
	Personal Fair Diverse Champions	<input checked="" type="checkbox"/>	Other (Inc. external orgs)	<input type="checkbox"/>
	Please give details: The Standard Operating Procedure has been reviewed by a patient representative (service user) on 2 nd May 2017			

1) What is the impact on the following equality groups?		
Positive:	Negative:	Neutral:
<ul style="list-style-type: none"> ➤ Advance Equality of opportunity ➤ Foster good relations between different groups ➤ Address explicit needs of Equality target groups 	<ul style="list-style-type: none"> ➤ Unlawful discrimination, harassment and victimisation ➤ Failure to address explicit needs of Equality target groups 	<ul style="list-style-type: none"> ➤ It is quite acceptable for the assessment to come out as Neutral Impact. ➤ Be sure you can justify this decision with clear reasons and evidence if you are challenged
Equality Groups	Impact (Positive / Negative / Neutral)	Comments
Race (All ethnic groups)	Neutral	<ul style="list-style-type: none"> ➤ Provide brief description of the positive / negative impact identified benefits to the equality group. ➤ Is any impact identified intended or legal? <p>The service will not change; it is just change in the process of capturing and managing feedback. Patients and protected characters will not be affected.</p> <p>In line with the recommendations made by NHS England, FFT questions are available in different formats to ensure that the survey is more inclusive. Different methods are in place to capture feedback (iPads, interactive voice messages and text messages). Appropriate paper forms and applications have been designed to suit varying ages and abilities.</p>
Disability (Including physical and mental impairments)	Neutral	
Sex	Neutral	
Gender reassignment	Neutral	
Religion or Belief	Neutral	
Sexual orientation	Neutral	
Age	Neutral	
Marriage and Civil Partnership	Neutral	
Pregnancy and maternity	Neutral	
Other (e.g. caring, human rights)	Neutral	

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2) In what ways does any impact identified contribute to or hinder promoting equality and diversity across the organisation?	
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<p>3) If your assessment identifies a negative impact on Equality Groups you must develop an action plan to avoid discrimination and ensure opportunities for promoting equality diversity and inclusion are maximised.</p> <ul style="list-style-type: none"> ➤ This should include where it has been identified that further work will be undertaken to further explore the impact on equality groups ➤ This should be reviewed annually.
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Action Plan Summary

Action	Lead	Timescale

This form will be automatically submitted for review for Policies and Procedures once approved by Policy Group. For all other assessments, please return an electronic copy to EIA.forms@mbht.nhs.uk once completed.

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