

Friends and Family Test: Combined scores

	Q3			Q4		
	Oct 2013	Nov 2013	Dec 2013	Jan 2014	Feb 2014	Mar 2014
STH Inpatient	76	76	73	73	74	76
National Inpatient Average	72	73	72	73	73	n/a*
STH A&E	65	73	64	55	54	49
National A&E Average	55	56	56	57	55	n/a*
STH Combined	73	76	70	66	66	65
National Combined Average	64	65	64	65	64	n/a*

*National data for March will not be available until the end of April when figures for March are published nationally.

Friends and Family Test: Combined response rate

	Q3			Q4		
	Oct 2013	Nov 2013	Dec 2013	Jan 2014	Feb 2014	Mar 2014
STH Inpatient	30.8%	32.5%	34.1%	33.6%	32.7%	34.1%
National Inpatient Average	30.4%	31.3%	28.8%	31.0%	34.2%	n/a*
STH A&E	8.9%	7.8%	11.4%	17.9%	17.0%	18.3%
National A&E Average	13.8%	15.2%	15.3%	17.4%	18.6%	n/a*
STH Combined	18.8%	19.1%	21.4%	24.9%	23.8%	25.1%
National Combined Average	19.6%	20.9%	19.9%	22.0%	24.0%	n/a*

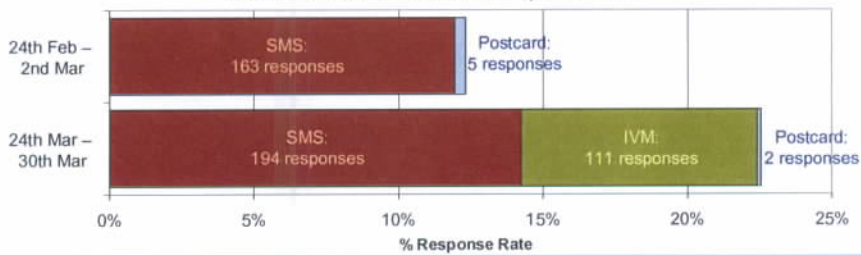
*National data for March will not be available until the end of April when figures for March are published nationally.

Friends and Family Test: A&E response rate improvement

Interactive Voice Messaging (IVM), an automated voice messaging system, was implemented as an additional FFT method on 19th March 2014. The following methods are now used in A&E:

- SMS is used for all patients who have a listed mobile phone number
- IVM is used for all patients who do not have a listed mobile phone number, but do have a listed landline number
- Postcards are used for all patients who do not have a listed mobile phone number or landline number

The graph below compares responses rates before and after the implementation of IVM. Results show an increase in response rates.



Friends and Family Test: Maternity services scores

	Q3			Q4		
	Oct 2013	Nov 2013	Dec 2013	Jan 2014	Feb 2014	Mar 2014
STH - Antenatal Services	70	37	40	41	0	50
National Average	84	65	63	67	67	n/a*
STH - Birth	95	96	86	87	82	65
National Average	76	77	75	78	75	n/a*
STH - Postnatal Ward	61	60	80	51	63	58
National Average	65	66	66	65	64	n/a*
STH - Postnatal Community	60	76	100	100	100	0
National Average	71	72	74	75	75	n/a*
Maternity Total	74	69	82	70	70	60
National Maternity Average †	69	71	70	70	70	n/a*

* National data for March will not be available until the end of April when figures for March are published nationally.

† These figures have been calculated in-house and are not published nationally

Friends and Family Test: Maternity services response rate

	Q3			Q4		
	Oct 2013	Nov 2013	Dec 2013	Jan 2014	Feb 2014	Mar 2014
STH - Antenatal Services	5.1%	3.6%	1.0%	1.7%	0.4%	1.8%
National Average †	14.0%	12.9%	10.5%	13.8%	14.3%	n/a*
STH - Birth	9.9%	7.6%	8.6%	12.6%	11.5%	18.5%
National Average	19.4%	19.6%	19.1%	20.8%	21.2%	n/a*
STH - Postnatal Ward	17.9%	19.1%	5.8%	13.2%	17.1%	21.1%
National Average †	21.8%	20.9%	20.7%	23.1%	24.9%	n/a*
STH - Postnatal Community	2.7%	3.2%	0.8%	0.7%	0.2%	0.9%
National Average †	9.7%	10.7%	9.8%	12.1%	12.0%	n/a*
Maternity Total	8.6%	7.7%	4.0%	7.0%	7.4%	10.6%
National Maternity Average †	16.3%	16.1%	15.1%	17.6%	18.1%	n/a*

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Friends and Family Test: Maternity Services - breakdown of scores (March 2014 data)



Friends and Family Test: Maternity Services Response Rates

Urgent action is required to increase response rates for Antenatal Services and Postnatal Community Services. Actions have been taken to improve this:

- SMS texting for Antenatal Services and Postnatal Community Services commenced on 28th March 2014.
- A meeting has been held with relevant maternity services staff to agree alternative methods for more vulnerable patients, including:
 - Mothers under 16 years of age
 - Mothers who have had a still-birth
- These patients are still considered eligible patients under NHS England FFT guidelines, however these mothers will be given an FFT postcard by the midwives for a more personable approach, along with mothers without a mobile phone.

Friends and Family Test: CQUIN and Next Steps

- The CQUIN target for Q1 of 2013/14 was to achieve a combined A&E/inpatient response rate of at least 15%. The response rate for Q1 was 12%, therefore this was not secured
- For Q4 the target was to achieve a response rate that improves on Q1 and is 20% or over. The combined A&E/inpatient response rate for Q4 was 24.5%, therefore the Q4 funding (£175,000) was secured
- The CQUIN target for 2014/15 is again based on targets for Q1 and Q4:
 - For Q1, the target is to achieve a response rate of 25% for inpatient areas and 15% for A&E
 - For Q4, the target is to achieve a higher response rate than Q1 and needs to be 30% or over for inpatient areas and 20% or over for A&E
- Next steps for FFT include:
 - Trialling SMS texting in specific Outpatient and Day Case pilot sites in May
 - Deeper dive analysis of the 10 wards achieving the lowest scores