

Friends and Family Test: Combined scores

	Nov 2013	Dec 2013	Jan 2014	Feb 2014	Mar 2014	Apr 2014
STH Inpatient	76	73	73	74	76	78
National Inpatient Average	73	72	73	73	73	n/a*
STH A&E	73	64	55	54	49	47
National A&E Average	56	56	57	55	54	n/a*
STH Combined	76	70	66	66	65	64
National Combined Average	65	64	65	64	63	n/a*

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

Friends and Family Test: Combined response rate

	Nov 2013	Dec 2013	Jan 2014	Feb 2014	Mar 2014	Apr 2014
STH Inpatient	32.5%	34.1%	33.6%	32.7%	34.1%	36.4%
National Inpatient Average	31.3%	28.8%	31.0%	34.2%	34.8%	n/a*
STH A&E	7.8%	11.4%	17.9%	17.0%	18.3%	23.6%
National A&E Average	15.2%	15.3%	17.4%	18.6%	18.5%	n/a*
STH Combined	19.1%	21.4%	24.9%	23.8%	25.1%	29.1%
National Combined Average	20.9%	19.9%	22.0%	24.0%	24.0%	n/a*

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Friends and Family Test: A&E response rate continued increase

- Response rates in A&E (NGH) have seen a significant improvement since the introduction of SMS texting (December 2013) followed by IVM (March 2014)
- A&E consistently scores lower than in-patients and the impact of increased numbers of responses from A&E is that both A&E and in-patient scores have fallen considerably
- Actions are now being taken to improve FFT scores in A&E through a detailed analysis of themes from negative responses and the agreement of an action plan to address these issues. Themes identified include uncomfortable seating in the waiting area
- Across all areas of the Trust, issues raised through FFT are being addressed as they arise, for example the installation of air conditioning on one ward following FFT feedback that it was too hot
- A Trust-wide theme arising from FFT comments is noise at night. Further analysis of these comments is now being undertaken with a view to agreeing Trust-wide actions to address the issue

Friends and Family Test: Maternity services response rate

	Nov 2013	Dec 2013	Jan 2014	Feb 2014	Mar 2014	Apr 2014
STH - Antenatal Services	3.6%	1.0%	1.7%	0.4%	1.8%	8.7%
National Average †	12.9%	10.5%	13.8%	14.3%	14.6%	n/a*
STH - Birth	7.6%	8.6%	12.6%	11.5%	18.5%	9.2%
National Average	19.6%	19.1%	20.8%	21.2%	22.6%	n/a*
STH - Postnatal Ward	19.1%	5.8%	13.2%	17.1%	21.1%	8.3%
National Average †	20.9%	20.7%	23.1%	24.9%	25.8%	n/a*
STH - Postnatal Community	3.2%	0.8%	0.7%	0.2%	0.9%	2.6%
National Average †	10.7%	9.8%	12.1%	12.0%	13.1%	n/a*
Maternity Total	7.7%	4.0%	7.0%	7.4%	10.6%	7.3%
National Maternity Average †	16.1%	15.1%	17.6%	18.1%	19.2%	n/a*

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

Friends and Family Test: Maternity services scores

	Nov 2013	Dec 2013	Jan 2014	Feb 2014	Mar 2014	Apr 2014
STH - Antenatal Services	37	40	41	0	50	49
National Average	65	63	67	67	67	n/a*
STH - Birth	96	86	87	82	65	74
National Average	77	75	78	75	77	n/a*
STH - Postnatal Ward	60	80	51	63	58	63
National Average	66	66	65	64	64	n/a*
STH - Postnatal Community	76	100	100	100	0	54
National Average	72	74	75	75	74	n/a*
Maternity Total	69	82	70	70	60	62
National Maternity Average †	71	70	70	70	70	n/a*

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



Friends and Family Test: Maternity response rates

- Response rates remain a significant problem, despite the introduction of SMS texting in antenatal and postnatal community services. Poor response rates have led to fluctuating and unreliable scores
- During April, of over 1000 women (antenatal and postnatal community) eligible to participate in FFT, only 297 mobile numbers were extracted and sent to the Trust's FFT provider. This reduced significantly the number of women surveyed and consequently only 48 responses were received (a 16% response rate from the 297 women surveyed)
- Work now needs to be led urgently by maternity services to rectify problems in relation to data extraction in order for SMS texting to work effectively
- The introduction of IVM has been agreed and is ready to commence. However, the problems in relation to data extraction will need to be resolved in order for IVM to work effectively
- Current 'exclusions' have been re-considered and as a result 16-18 year olds will now be included in the text and IVM surveys