

# What difference does the Friends and Family Test make to patients?



**NHS**

Wessex Voices

local healthwatch working together **NHS**

## INTRODUCTION

The Friends and Family Test (FFT) is an feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience.

It asks people if they would recommend the services they have used and offers a range of responses. When combined with supplementary follow-up questions, the FFT provides a mechanism to highlight both good and poor patient experience, vital in transforming NHS services and supporting patient choice.

Within my role as NHSE/I Patient Experience Lead I report findings from the FFT data that Accident and Emergency (A and E) and inpatients provide. I am responsible for presenting the numbers of responses against recommendations and commenting on the picture for our region.

I wanted to get behind the data and understand exactly what difference completing the Friends and Family test makes to patients.



**NHS**

NHS England and NHS Improvement guidance  
Using the Friends and Family Test to improve patient experience

## PROJECT QUESTIONS

MAKE A DIFFERENCE

FFT - What's the point?  
How well is it used?  
How reliable are the results?  
What gets better for patients as a result of feedback?  
How will the new revised version improve outcomes for patients?

## KEY FINDINGS

### LOOKING AT THINGS DIFFERENTLY...

Working on the "inside" within Patient Experience I came to the project with a view of what I wanted to achieve and how I was going to do it. The programme challenged that. The significant aspect for me was Action Learning Sets, working with colleagues these were invaluable and essentially encouraged me to look at my project from a different perspective.

This was a structured process with colleagues asking insightful questions about my project and how it would work and this was combined with a balance of support and challenge from the group and allowed me to find my own solutions to issues through this process and consider my aim and approach.

This allowed me to reconsider my project remit, and develop the ideas I had and in particular think about how I would be incorporating patient feedback into this.

## THE JOURNEY

I have engaged with Heads of Patient Experience within the Region starting with those with high response and recommendations to ask the above questions.

The project has further developed since commencement as the FFT has been rewritten and released with new questions. I will have the opportunity to work with Trusts on the roll out of the new FFT with patients and potentially influence the questions that are asked.



## ACTION TO TAKE FORWARD

- Meet with all Patient Experience heads to establish the benefit and outcomes from FFT and other feedback tools
- Meet A and E patients and Inpatients within local Trusts to gain insight into their experience
- Influence the roll out of the new FFT model

## CREDITS

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