

NORTHUMBERLAND, TYNE AND WEAR NHS FOUNDATION TRUST

BOARD OF DIRECTORS MEETING

Meeting Date: 27 April 2016

Title and Author of Paper: Quarter 4 Staff Friends and Family Test Update 2015/16. Lisa Crichton Jones, Executive Director of Workforce & OD / Lisa Quinn, Executive Director of Commissioning and Quality Assurance

Paper for Debate, Decision or Information: Information

Key Points to Note:

- This paper includes the results of the quarter Four Staff Friends and Family Test (FFT) Survey. During the period January – March 2016, approximately one third of Trust staff (c2,300 people) were asked to respond to the two staff FFT questions and the response rate was 32% (736 staff) which is comparable with previous quarters.
- In quarter 4, compared to quarter 4 last year, there was a 5% increase (from 66% to 71%) in the proportion of positive responses to the question “How likely are you to recommend the organisation to friends and family as a place to work?”
- Year on year there was also a 5% increase (from 74% to 79%) in the proportion of positive responses to the second question, “How likely are you to recommend our services to friends and family if they needed care or treatment?”
- Compared with the previous quarter, both questions saw an increase of 4% overall in positive responses.
- The Trust results from quarter two (have been benchmarked against the most recently available national results, highlighting that at that point in the year, NTW was above the national average for the percentage of staff who would recommend the Trust as a place to work, but below the national average for those who would recommend for care and treatment. Due to the increase in positive results, the quarter 4 figures are more in line with the national average (as at quarter two - therefore this is subject to any changes in the national average).
- The paper include a breakdown of the data by clinical groups and corporate functions.
- Comments received from staff in quarter four have been themed and included.
- Trend analysis has been included in Appendix 1.

Outcome required: For Information

Staff Friends and Family Test (FFT) Update 1516 Quarter Four

Introduction

In April 2014, NHS England introduced the Staff Friends and Family Test (FFT) in all NHS trusts providing acute, community, ambulance and mental health services in England.

NTW's approach to the Staff FFT is that all staff should have the opportunity to feedback their views on the organisation at least twice per year, once via the staff survey, and once again throughout the year. Other staff feedback mechanisms continue alongside the FFT tool, such as speakeasy events, Conversations, and the chatterbox facility.

In 2014/15, all members of staff were asked to complete the staff FFT each quarter. This year, in response to concerns about survey fatigue, the Trust has taken the approach that members of staff will get the option in one quarter of the year (based on a three-way split of alphabetical surnames) and a second chance in the NHS Staff Survey.

Response rate for Quarter 4 2015/16

736 members of staff completed the Friends and Family Test in Quarter 4 2015/16, equating to a response rate of 32%. 1,572 members of staff who could have completed the survey in Quarter 4 chose not to do so. Members of staff with surnames starting with the letters P – Z were asked the question via the system login process. The response rate in Q4 at 32% is marginally higher than the response rate of 31% in Q2. The table below shows the response rates for the last four quarters by group:

Response rate	Q4 1415	Q1 1516	Q2 1516	Q4 1516	Q4 1516 number of responses (nb staff surname commencing P-Z)	
Trust	33%	33%	31%	32%	736	~ In Q4 response rates have increased overall from 31% to 32%.
Specialist Care Group	27%	31%	37%	29%	185	
Community Care Group	33%	38%	36%	37%	209	~The inpatient group saw a significant increase from 29% to 36%, while the specialist group saw a significant decline (from 37% to 29%).
In-Patient Care Group	26%	31%	29%	36%	138	
Deputy Chief Executive	63%	57%	42%	35%	37	~The deputy chief executive directorate has seen continuous monthly decreases in response
Nursing Directorate	72%	50%	48%	54%	22	
Medical Directorate	41%	36%	40%	41%	27	
Performance and Assurance	63%	61%	58%	59%	27	

Workforce Directorate	63%	53%	45%	54%	27	rates from Q4 14/15 to Q4 15/16.
CEO Office	81%	50%	73%	100%	3	

NB the staff FFT question was not asked in 2015/16 Q3 due to the staff survey being undertaken.

Trends between Quarter 4 2014/15 and Quarter 4 2015/16

Whilst it should be noted that in Q4 2014/15 all staff had the opportunity to take part in the survey (5,465 members of staff), in Q4 2015/16, 2,308 members of staff were asked to take part, the percentage distribution for the responses show a 5% improvement in positive responses for both questions as illustrated below:

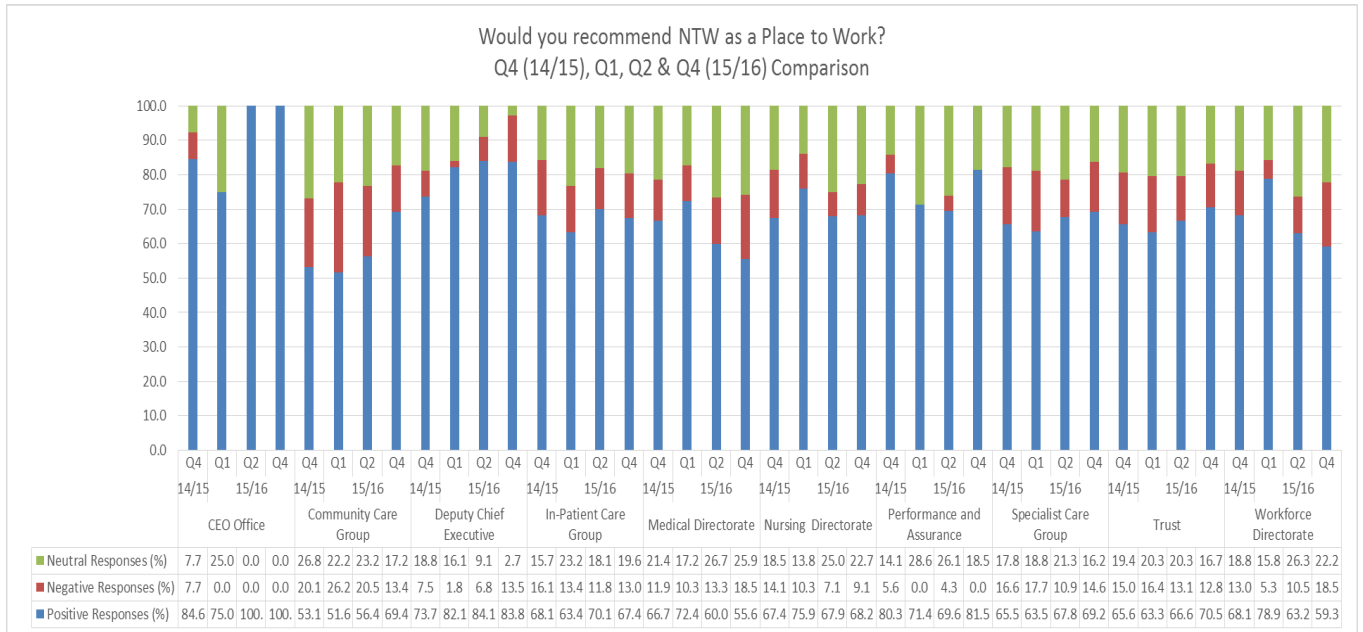
Question 1

How likely are you to recommend the organisation to friends and family as a place to work?	Quarter 4 2014/15 %	Quarter 4 2015/16 %	Compared with last year, there has been an overall increase in positive responses to this question (from 66% to 71%) and a decrease in negative responses (from 15% to 13%).
Extremely Likely	24	25	
Likely	42	45	
Neither	18	16	
Unlikely	9	7	
Extremely Unlikely	6	6	
Don't Know	2	1	

A breakdown of the positive response to this question by group is below:

Recommend as place of work? - positive response rate	Q4 1415	Q1 1516	Q2 1516	Q4 1516	~ The overall increase in positive responses largely result from an increase in two areas – community care and performance and assurance.
Trust	66%	63%	67%	71%	
Specialist Care Group	66%	64%	68%	69%	
Community Care Group	53%	52%	56%	69%	
In-Patient Care Group	68%	63%	70%	67%	
Deputy Chief Executive	74%	82%	84%	84%	
Nursing Directorate	67%	76%	68%	68%	
Medical Directorate	67%	72%	60%	56%	
Performance and Assurance	80%	71%	70%	81%	
Workforce Directorate	68%	79%	63%	59%	
CEO Office	85%	75%	100%	100%	

The graph below illustrates the percentage of positive, negative and neutral responses by group (Q4, 2014/15 to Q4, 2015/16):



Question 2

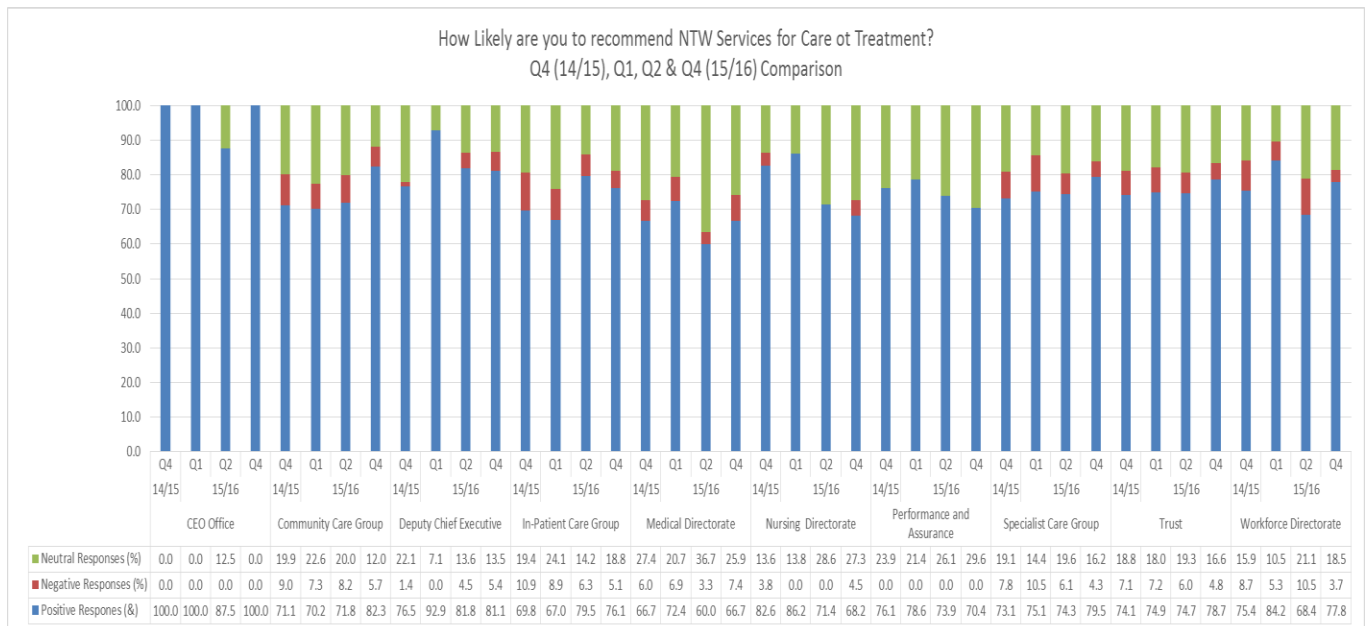
How likely are you to recommend our services to friends and family if they needed care or treatment?	Quarter 4 2014/15 %	Quarter 4 2015/16 %	Compared with last year, there has been an overall increase in positive responses to this question (from 74% to 79%) and a decrease in negative responses (from 7% to 5%).
Extremely Likely	26	29	
Likely	48	49	
Neither	15	15	
Unlikely	4	3	
Extremely Unlikely	3	2	
Don't Know	4	2	

It is pleasing to note that on both questions there has been a percentage increase in responses for the 'extremely likely' category.

A breakdown of the positive response to this question by group is below:

Likely to recommend services - positive response rate	Q4 1415	Q1 1516	Q2 1516	Q4 1516	<p>~ Community care group saw the greatest increase in positive responses in comparison to the previous quarter.</p> <p>~ A number of corporate service areas have seen an increase in positive responses this quarter compared to the previous.</p>
Trust	74%	75%	75%	79%	
Specialist Care Group	73%	75%	74%	79%	
Community Care Group	71%	70%	72%	82%	
In-Patient Care Group	70%	67%	80%	76%	
Deputy Chief Executive	77%	93%	82%	81%	
Nursing Directorate	83%	86%	71%	68%	
Medical Directorate	67%	72%	60%	67%	
Performance and Assurance	76%	79%	74%	70%	
Workforce Directorate	75%	84%	68%	78%	
CEO Office	100%	100%	88%	100%	

The graph below illustrates the percentage of positive, negative and neutral responses by group (Q4, 2014/15 to Q4, 2015/16):



A number of comments from staff were entered into the free text comment box in response to both questions. Analysis of the comments has determined the following broad themes;

How likely are you to recommend the organisation to friends and family as a place to work?

- Staffing Levels
- General Staff Concerns
- Morale
- Workforce Issues
- Recruitment Process
- Sickness Policy
- Organisational Change
- Equipment
- Shift Patterns
- Bureaucracy
- Communication
- Estates Issues
- Training

How likely are you to recommend our services to friends or family if they needed treatment?

- Staffing Levels
- Miscellaneous Workforce/Service Issues/ideas
- Patient Care
- Equipment/RIO/IT
- Location/Size of Trust
- Estates Issues
- Bureaucracy
- Communication

The FFT results are available via the dashboards. Groups and operational departments are again asked to consider their results, not only for the quarter but over the time the FFT has been running to determine themes and local issues. Actions for improvement should be identified and groups are being asked to report, via their quarterly Q+P report, on progress to date and work in hand.

High Level Benchmarking Data Update Q2 2015-2016

The table below shows the responses to the FFT questions from Northumberland, Tyne and Wear NHS Foundation Trust in comparison to the National and Local Area responses.

The data below is the most recently published: Q2 2015-2016.

	Total Responses	HSCIC Workforce Headcount	Percentage Recommended - Work	Percentage Not Recommended - Work	Percentage Recommended - Care	Percentage Not Recommended - Care
National	132,068	1,155,635	62%	19%	79%	7%
NHS England Cumbria & North East	7,784	85,670	69%	15%	82%	6%
NORTHUMBERLAND, TYNE AND WEAR NHS FOUNDATION TRUST	818	6,084	67%	13%	75%	6%
TEES, ESK AND WEAR VALLEYS NHS FOUNDATION TRUST	2,604	5,944	72%	13%	83%	5%

It can be seen that the Trust is above the national average for the percentage of staff who would recommend the Trust as a place to work, but below the national average for those who would recommend for care and treatment. The data also shows for both questions the Trust is below the average amongst Trusts within the local area for staff who would recommend as a place to work or for care and treatment.

Appendix 1 includes qualitative data demonstrating trends

Lisa Crichton Jones Executive Director of Workforce & OD
Lisa Quinn Executive Director of Commissioning & Quality Assurance

April 2016

Quantitative Data

