

**NORTHUMBERLAND, TYNE AND WEAR NHS FOUNDATION TRUST**

**BOARD OF DIRECTORS**

**Meeting Date:** 29 April 2015

**Title and Author of Paper:**

Friends and Family test update  
Lisa Crichton-Jones, Executive Director of Workforce and OD / Lisa Quinn,  
Executive Director of Performance and Assurance

**Paper for Debate, Decision or Information:** Information

**Key Points to Note:**

- Q1, Q2 & Q4 summary of results (survey not undertaken in Q3 due to the Staff Survey taking place at that time)
- This paper provides a high level overview of results including key themes from free text comments left by staff

**Outcome required:** Information

## Introduction

This paper sets out the results from the Q4 staff Friends and Family Test (FFT) which has been open to staff in recent weeks and sets out a range of analysis in terms of both quantitative and qualitative responses from the NTW workforce.

## Background

The national requirement to undertake a friends and family test for staff on a quarterly basis commenced in April 2014. The SMT took a decision to survey all staff each quarter and the Informatics development team designed an e based tool which has worked over trust systems and has been supported by a paper system for colleagues working in areas such as Estates and Facilities.

The system has linked through to ESR which will enable detailed reporting to take place.

## Results

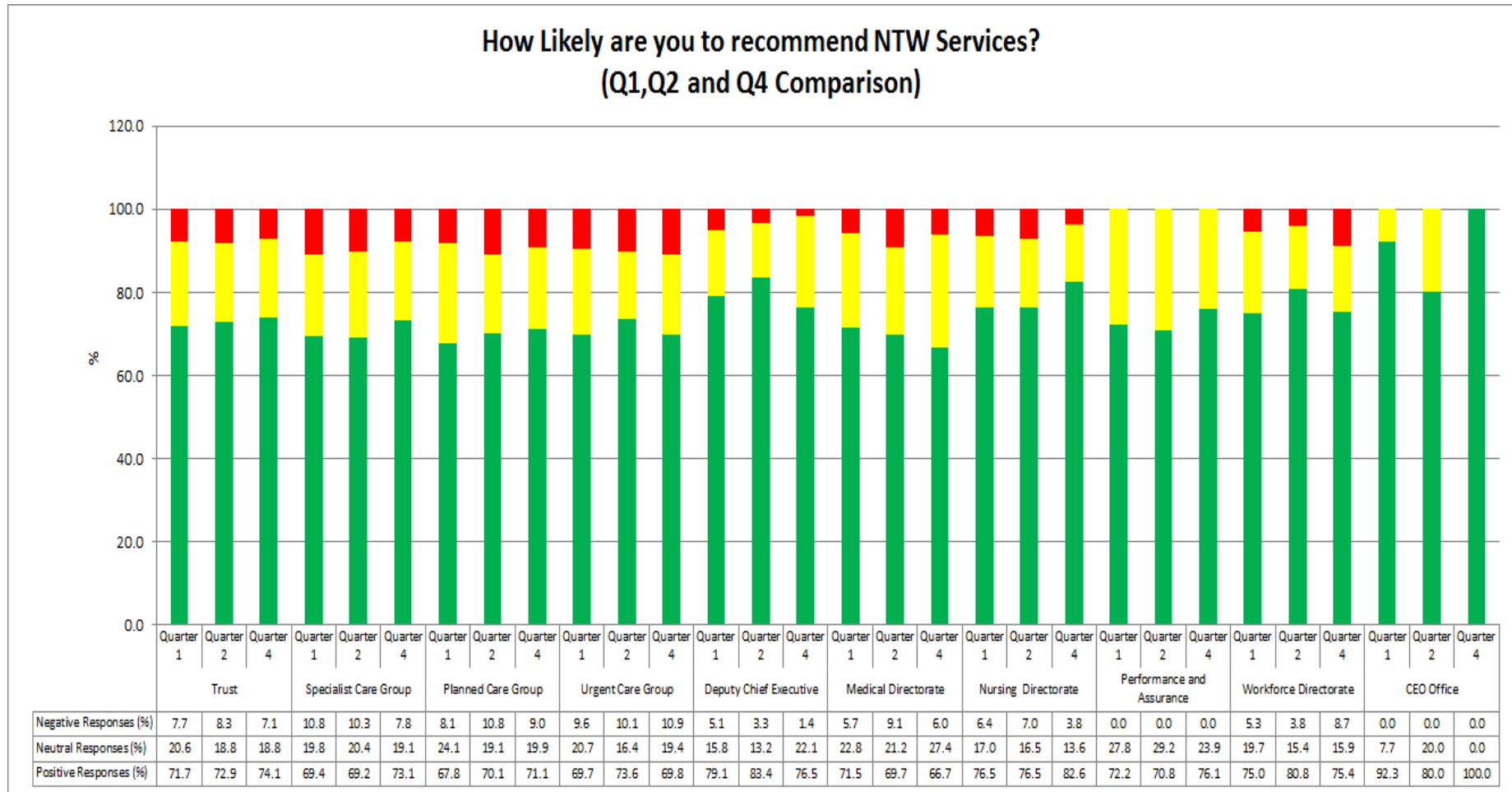
For Q4 we once again asked the majority of staff when they logged on to their computer the friends and family questions. Using this method 5,465 had the opportunity to take part in the survey and 1,928 staff responded giving a response rate of 35%, the response rate in quarter 2 was 37% (this was not done in Q3 due to the staff survey being undertaken).

A significant number of staff have also taken the time to submit additional comments to the additional questions about how to improve patient care and working life, these are currently being analysed but the key themes are included within this paper for information.

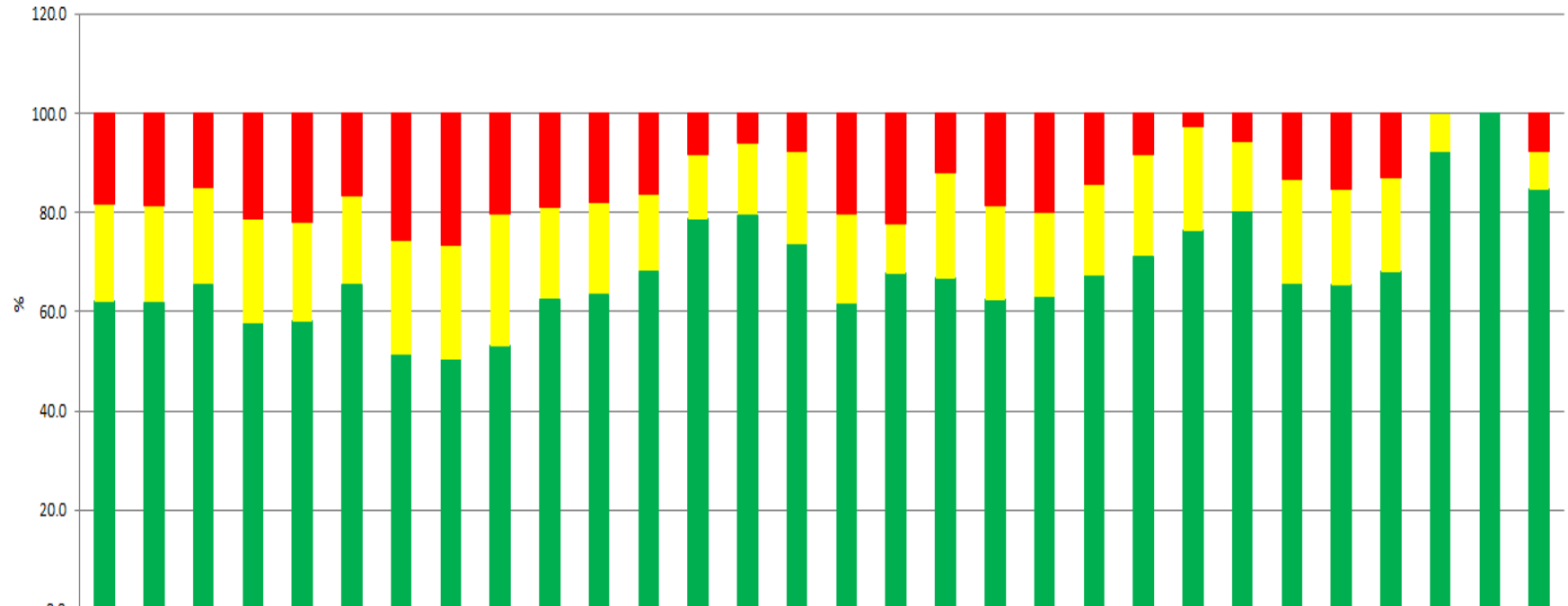
The survey/test asks two simple questions;

- How likely are you to recommend the organisation to friends and family as a place to work?
- How likely are you to recommend the organisation to friends and family if they needed care or treatment?

The quantitative results are as follows:



## Would you recommend NTW as a place to work ? (Q1,Q2 and Q4 Comparison)



	Quarter 1	Quarter 2	Quarter 4	Quarter 1	Quarter 2	Quarter 4	Quarter 1	Quarter 2	Quarter 4	Quarter 1	Quarter 2	Quarter 4	Quarter 1	Quarter 2	Quarter 4	Quarter 1	Quarter 2	Quarter 4	Quarter 1	Quarter 2	Quarter 4	Quarter 1	Quarter 2	Quarter 4	Quarter 1	Quarter 2	Quarter 4			
	Trust			Specialist Care Group			Planned Care Group			Urgent Care Group			Deputy Chief Executive			Medical Directorate			Nursing Directorate			Performance and Assurance			Workforce Directorate			CEO Office		
Negative Response (%)	18.4	18.7	15.0	21.1	21.9	16.6	25.6	26.5	20.1	18.8	17.9	16.1	8.3	6.0	7.5	20.3	22.2	11.9	18.6	20.0	14.1	8.2	2.8	5.6	13.2	15.4	13.0	0.0	0.0	7.7
Neutral Response (%)	19.5	19.3	19.4	21.2	20.0	17.8	22.9	23.0	26.8	18.6	18.6	15.7	13.0	14.6	18.8	17.9	10.1	21.4	19.0	17.0	18.5	20.6	20.8	14.1	21.1	19.2	18.8	7.7	0.0	7.7
Positive Response(%)	62.1	62.0	65.6	57.7	58.1	65.5	51.4	50.5	53.1	62.6	63.5	68.1	78.7	79.5	73.7	61.8	67.7	66.7	62.4	63.0	67.4	71.1	76.4	80.3	65.8	65.4	68.1	92.3	100.0	84.6

## **Key themes from free text comments**

There were almost 700 comments left by staff in response to the additional questions regarding what improvements could be made to patient care and what improvements could be made to your everyday work. Below is a summary of key themes emerging:

- Request an increase front line staffing levels
- Reduce reliance on agency staff
- Reduce administrative burden on front line staff to allow more face to face clinical contact time
- Reduction in management posts
- Clear structures and opportunities for career development
- Uncertainty about the future leading to lots of responses stating they would not recommend the Trust as a place to work – not because they thought it was bad but because they thought jobs were too unstable due to change
- Staff should feel looked after by the Trust in the same way they are expected to look after patients

## **Next steps**

Some analysis of the themes from across the year is planned as is some work to look at triangulation of results from the patient FFT.

## **Recommendations**

The Board of Directors is asked to note the results from the friends and family test.

**Lisa Crichton-Jones**

**Executive Director of Workforce and Organisational Development**