

Northumberland, Tyne and Wear NHS Foundation Trust

Board of Directors Meeting

Meeting Date: 27 July 2016

Title and Author of Paper: Staff Friends and Family Test Update Quarter One 2016/17 - Anna Cummings, Patient Experience Officer, Commissioning and Quality Assurance

Executive Lead:

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 One Staff Friends and Family Test Survey
- In Quarter 1 there was an 8% increase 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?” compared to Quarter 1 2015/16. The overall increase in positive responses largely result from an increase in two areas – community care and inpatient care.
- Overall the number 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?” has increased by 6% compared to Quarter 1 2015/16. Inpatient care services saw the greatest increase.
- The Trust result from Quarter 4 (2015/16) have been benchmarked against the national results – NTW is above the national average for the percentage of staff who would recommend the Trust as a place to work, and equal to the national average for those who would recommend for care and treatment.
- Comments received from staff in Quarter 1 have been themed and reported on pages 6-8.
- Trend analysis has been included in Appendix 1 (page 9).

Risks Highlighted to Board : N/a

Does this affect any Board Assurance Framework/Corporate Risks? No

Equal Opportunities, Legal and Other Implications: N/a

Outcome Required: For information only

Link to Policies and Strategies:

Staff Friends and Family Test (FFT) Update 1617 Quarter One

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 throughout the year. Other staff feedback mechanisms continue alongside the FFT tool, such as speakeasy events, Conversations, and the chatterbox facility.

In 2015/16, the approach was for members of staff to be asked to complete the staff survey in one quarter of the year (based on a three-way split of alphabetical surnames) and a second chance in the NHS Staff Survey. As the Trust would like to promote and encourage staff to give feedback, in 2016/17 all members of staff will get the option to complete the staff FFT each quarter.

Response rate for Quarter 1 2016/17

As per the new approach all staff were asked the Friends and Family question via the system login process. 2,333 members of staff completed the Friends and Family Test in Quarter 1 2016/17, equating to a response rate of 36%. 4,207 members of staff who could have completed the survey in Quarter 1 chose not to do so. This approach saw an increase in the response rate from Q4 2015/16 at 32%. The table below shows the response rates for the last four quarters by group:

Response rate	Q1 1516	Q2 1516	Q4 1516	Q1 1617	Q1 1617 number of responses	
Trust	33%	31%	32%	36%	2333	~ In Q1 response rates have increased overall from 32% to 36%.
Specialist Care Group	31%	37%	29%	35%	659	
Community Care Group	38%	36%	37%	42%	688	~A significant number of areas have seen an increase in response rates, the most significant being Deputy Chief Executive (from 35% to 43%) and Workforce (from 54% to 63%).
In-Patient Care Group	31%	29%	36%	34%	381	
Deputy Chief Executive	57%	42%	35%	43%	130	
Nursing Directorate	50%	48%	54%	57%	78	~The deputy chief executive
Medical Directorate	36%	40%	41%	40%	91	
Commissioning and Quality Assurance (previously Performance)	61%	58%	59%	60%	63	

and Assurance)						directorate saw the greatest deterioration in response rates from 100% in Q4 2015/16 to 47% in Q1 2016/17.
Workforce Directorate	53%	45%	54%	63%	47	
CEO Office	50%	73%	100%	47%	8	

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

Trends between Quarter 1 2015/16 and Quarter 1 2016/17

Whilst it should be noted that in Q1 2015/16, 2,245 members of staff were asked to take part in the survey and in Q1 2016/17 all staff had the opportunity to take part (6,540 members of staff), the percentage distribution for the responses show an improvement in positive responses for both questions (Question 1 – 8% increase; Question 2 – 6% increase) as illustrated below:

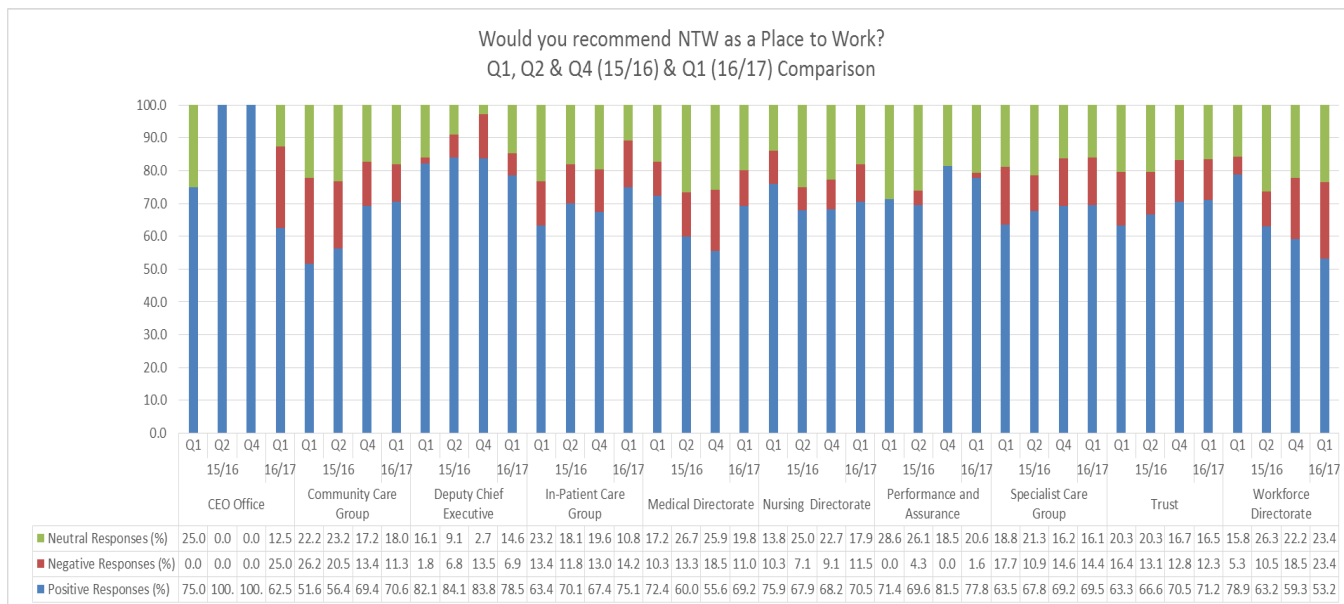
Question 1

How likely are you to recommend the organisation to friends and family as a place to work?	Quarter 1 2015/16 %	Quarter 1 2016/17 %	Compared with last year, there has been an overall increase in positive responses to this question (from 63% to 71%) and a decrease in negative responses (from 17% to 12%).
Extremely Likely	26	28	
Likely	37	43	
Neither	18	15	
Unlikely	10	7	
Extremely Unlikely	7	5	
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	Q1 1516	Q2 1516	Q4 1516	Q1 1617	~ The overall increase in positive responses from Q1 15/16 to Q1 16/17 largely results from an increase in two areas – community care and inpatient care.
Trust	63%	67%	71%	71%	
Specialist Care Group	64%	68%	69%	69%	
Community Care Group	52%	56%	69%	71%	
In-Patient Care Group	63%	70%	67%	75%	
Deputy Chief Executive	82%	84%	84%	78%	
Nursing Directorate	76%	68%	68%	71%	
Medical Directorate	72%	60%	56%	69%	
Commissioning and Quality Assurance	71%	70%	81%	78%	
Workforce Directorate	79%	63%	59%	53%	
CEO Office	75%	100%	100%	63%	

The graph below illustrates the percentage of positive, negative and neutral responses by group (Q1, 2015/16 to Q1, 2016/17):



Question 2

How likely are you to recommend our services to friends and family if they needed care or treatment?	Quarter 1 2015/16 %	Quarter 1 2016/17 %	Compared with last year, there has been an overall increase in positive responses to this question (from 75% to 81%) and a decrease in negative responses (from 7% to 5%).
Extremely Likely	27	32	
Likely	47	49	
Neither	16	12	
Unlikely	5	4	
Extremely Unlikely	2	2	
Don't Know	2	2	

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

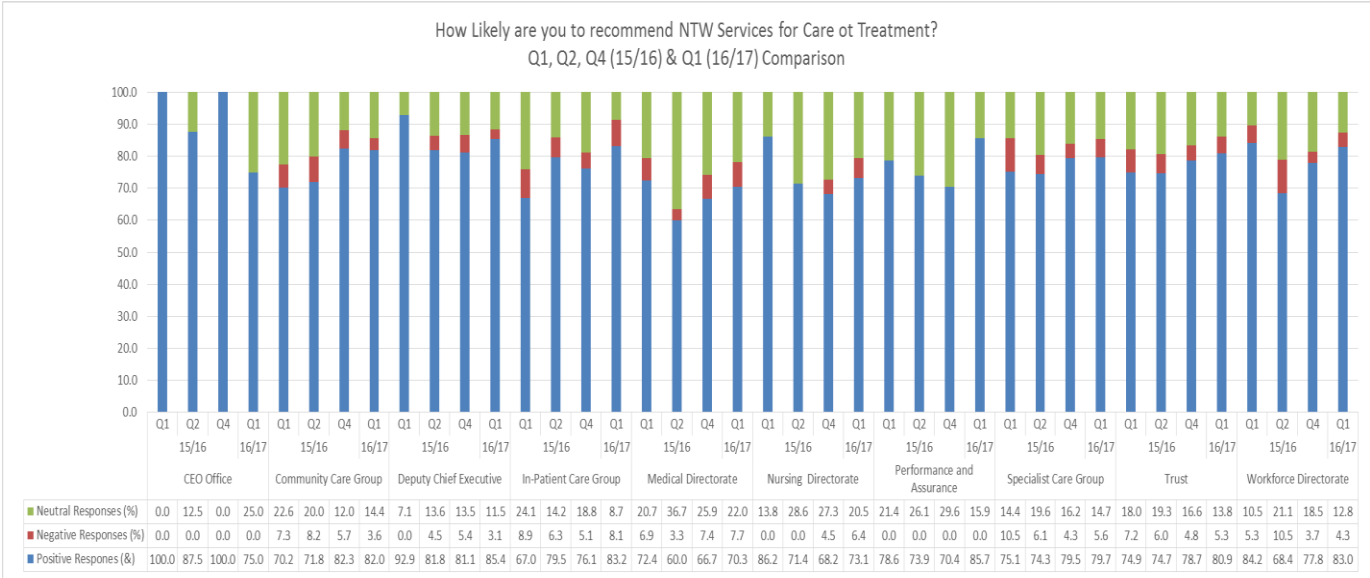
A breakdown of the positive response to this question by group is below:

Likely to recommend services - positive response rate	Q1 1516	Q2 1516	Q4 1516	Q1 1617	~ Inpatient care group saw the greatest increase in positive responses in comparison to Q1 15/16 and the previous quarter.
Trust	75%	75%	79%	81%	
Specialist Care Group	75%	74%	79%	80%	

Community Care Group	70%	72%	82%	82%
In-Patient Care Group	67%	80%	76%	83%
Deputy Chief Executive	93%	82%	81%	85%
Nursing Directorate	86%	71%	68%	73%
Medical Directorate	72%	60%	67%	70%
Commissioning and Quality Assurance	79%	74%	70%	86%
Workforce Directorate	84%	68%	78%	83%
CEO Office	100%	88%	100%	75%

~ A number of corporate service areas have seen an increase in positive responses this quarter compared to the previous.

The graph below illustrates the percentage of positive, negative and neutral responses by group (Q1, 2015/16 to Q1, 2016/17):



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?

1) Positive Themes

- Health & Wellbeing of Staff
- Management

2) Negative Themes

- Staffing Levels

- Patient Care
- Staff Concerns
- Staff Morale
- Devolution
- Staff Benefits/Pay/Flexible Working
- Stress/Bullying and Harassment
- Promotion Opportunities
- Workforce/Contractual Issues
- Lack of Admin Support
- Recruitment
- Sickness Policy
- Budgets/Funding
- Organisational Change
- Equipment/IT/RIO
- Shift Patterns
- Bureaucracy
- Management
- Improve Communication
- Parking
- Accommodation/Facilities
- Training

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

1) Positive Themes

- Devolution

2) Negative Themes

- Staffing Levels
- Bank/Agency Workers
- Workforce/Contractual Issues
- Patient Activities/Facilities
- Quality of Patient Care
- Improvement of Services
- Co-ordination of Services and Sharing Good Practice
- Workload
- Patient/Carer/Family Involvement
- RIO/IT/Equipment
- Waiting Times/Beds/Access to Services/Referrals
- Training
- Budgets/Funding
- Organisational Change

- Estates Issues
- Bureaucracy
- Management
- 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 Q4 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: Q4 2015-2016.

	Total Response	HSCIC Workforce Headcount	Work		Care	
			Percentage Recommended	Percentage Not Recommended	Percentage Recommended	Percentage Not Recommended
National	136,784	1,147,883	62%	19%	79%	7%
NHS England Cumbria & North East	6,203	85,504	70%	14%	82%	5%
NORTHUMBERLAND, TYNE AND WEAR NHS FOUNDATION TRUST	736	6,097	71%	13%	79%	5%
TEES, ESK AND WEAR VALLEYS NHS FOUNDATION TRUST	2,702	6,502	73%	12%	82%	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, and equal with the national average for those who would recommend for care and treatment. The data also shows the Trust exceeds one Trust within the local area for staff who would recommend as a place to work, but below both local area Trusts for staff who would recommend for care and treatment.

Appendix 1 includes quantitative data demonstrating trends

Anna Cummings Patient Experience Officer, Commissioning & Quality Assurance

July 2016

Quantitative Data

