

Northumberland, Tyne and Wear NHS Foundation Trust

Board of Directors Meeting

Meeting Date: 23 November 2016

Title and Author of Paper:

Staff Friends and Family Test Update Quarter Two 2016/17 -
Anna Cummings, Commissioning & quality Assurance Officer – Experience & Effectiveness,
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 Two Staff Friends and Family Test Survey
- In Quarter 2 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 2 2015/16. The overall increase in positive responses has resulted from increases across 6 directorate areas. There was also a 4% increase in positive responses from Quarter 1 2016-17 to Quarter 2 (71% to 75%).
- 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 9% compared to Quarter 2 2015/16. All but one (CEO Office) group saw an increase in positive responses in comparison to Q2 15/16 and Q2 16/17. There was also a 3% increase in positive responses from Quarter 1 2016-17 to Quarter 2 (81% to 84%).
- The Trust result from Quarter 1 (2016/17) have been benchmarked against the national results – NTW is above the national average for both the percentage of staff who would recommend the Trust as a place to work and for those who would recommend for care and treatment.
- Comments received from staff in Quarter 2 have been themed and reported on pages 5 & 6.
- The actions undertaken by the Groups to improvement the theme which emerged from Quarter 1 are reported on page 7.
- 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

Please state Yes or No

If Yes please outline

Equal Opportunities, Legal and Other Implications: none

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.

Results - Trends between the Proportion of Positive Responses received between Quarter 2 2015/16 and Quarter 2 2016/17

Whilst it should be noted that in Q2 2015/16, 2,633 members of staff were asked to take part in the survey and in Q2 2016/17 all staff had the opportunity to take part (6,274 members of staff), the percentage distribution for the responses show an improvement in positive responses for both questions (Question 1 – 8% increase; Question 2 – 9% increase) as illustrated below:

Question 1

How likely are you to recommend the organisation to friends and family as a place to work?	Quarter 2 2015/16 %	Quarter 2 2016/17 %	Compared with last year, there has been an overall increase in positive responses to this question (from 67% to 75%) and a decrease in negative responses (from 13% to 11%).
Extremely Likely	27	33	
Likely	39	42	
Neither	18	13	
Unlikely	7	6	
Extremely Unlikely	6	5	
Don't Know	3	1	

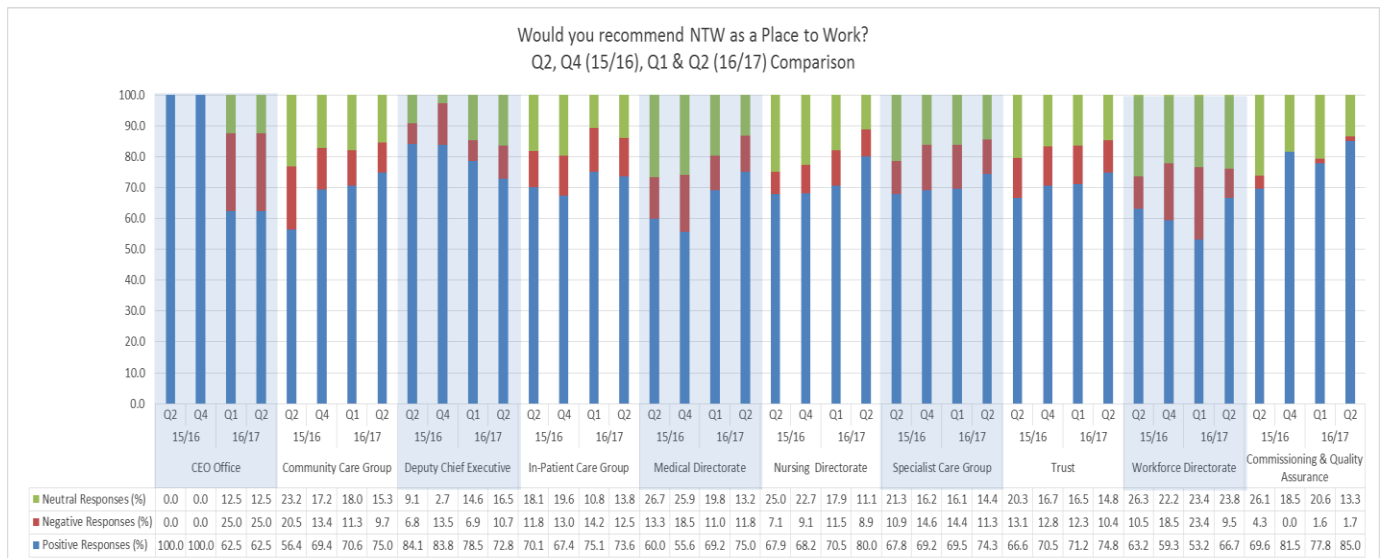
A breakdown of the positive response to this question by group is below:

Recommend as place of work? - positive response rate	Q2 1516	Q4 1516	Q1 1617	Q2 1617
Trust	67%	71%	71%	75%
Specialist Care Group	68%	69%	69%	74%
Community Care Group	56%	69%	71%	75%
In-Patient Care Group	70%	67%	75%	74%
Deputy Chief Executive	84%	84%	78%	73%
Nursing Directorate	68%	68%	71%	80%
Medical Directorate	60%	56%	69%	75%
Commissioning and Quality Assurance	70%	81%	78%	85%
Workforce Directorate	63%	59%	53%	67%
CEO Office	100%	100%	63%	63%

~ The overall increase in positive responses from Q2 15/16 to Q2 16/17 has resulted from increases across 6 of the 9 areas.

~ The greatest increase in positive responses was in the Community Care Group, while the greatest reduction was in the Deputy Chief Executive directorate.

The graph below illustrates the percentage of positive, negative and neutral responses by group (Q2 2015/16 to Q2 2016/17):



Question 2

How likely are you to recommend our services to friends and family if they needed care or treatment?	Quarter 2 2015/16 %	Quarter 2 2016/17 %	Compared with last year, there has been an overall increase in positive responses to this question (from 75% to 84%) and a decrease in negative responses
Extremely Likely	28	39	
Likely	46	45	

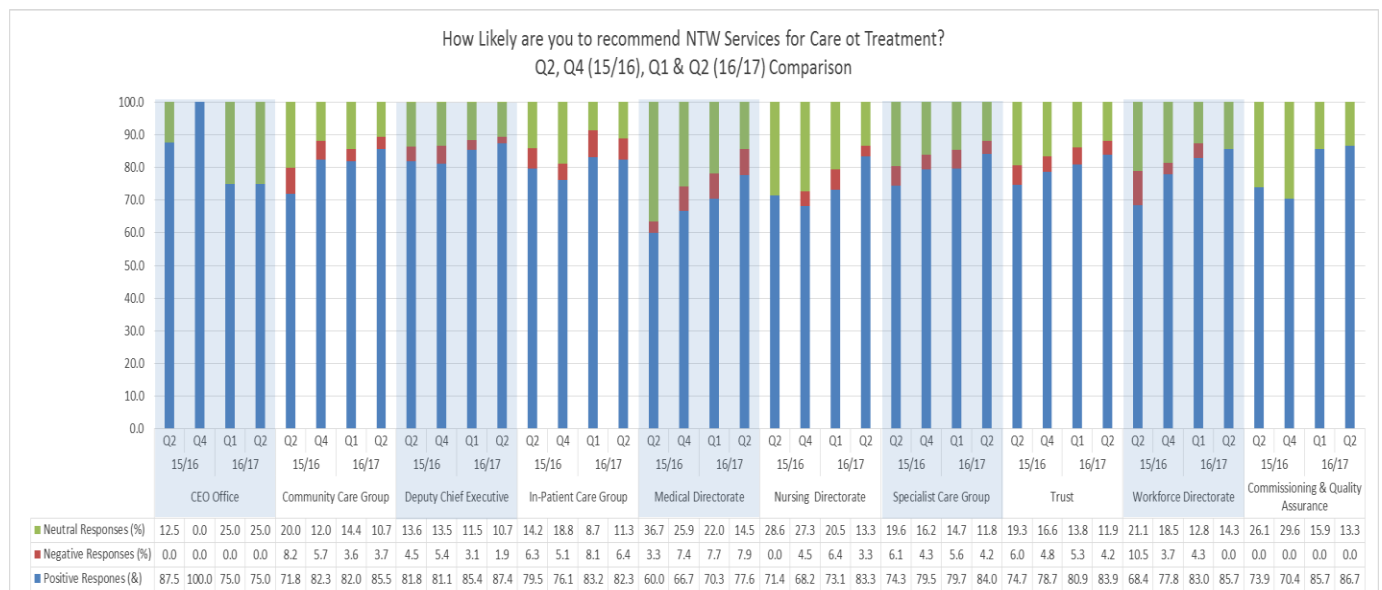
Neither	16	10	(from 6% to 4%).
Unlikely	3	2	
Extremely Unlikely	3	2	
Don't Know	4	2	

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	Q2 1516	Q4 1516	Q1 1617	Q2 1617	
Trust	75%	79%	81%	84%	~ All but one (CEO Office) group saw an increase in positive responses in comparison to Q2 15/16 and Q2 16/17. ~ The Medical and Workforce directorates saw the greatest increase from this time last year with an increase of 18%.
Specialist Care Group	74%	79%	80%	84%	
Community Care Group	72%	82%	82%	86%	
In-Patient Care Group	80%	76%	83%	82%	
Deputy Chief Executive	82%	81%	85%	87%	
Nursing Directorate	71%	68%	73%	83%	
Medical Directorate	60%	67%	70%	78%	
Commissioning and Quality Assurance	74%	70%	86%	87%	
Workforce Directorate	68%	78%	83%	86%	
CEO Office	88%	100%	75%	75%	

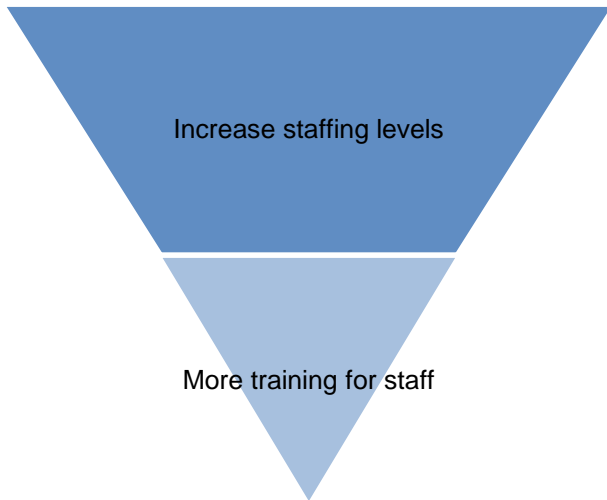
The graph below illustrates the percentage of positive, negative and neutral responses by group (Q2 2015/16 to Q2 2016/17):



Staff additionally had the opportunity to provide comments into free text boxes designed to supplement the two mandatory questions. A simple thematic analysis has been carried out on the comments for each of the Groups. The most prevalent themes from the responses are illustrated below:

Question 1 - How likely are you to recommend the organisation to friends and family as a place to work?

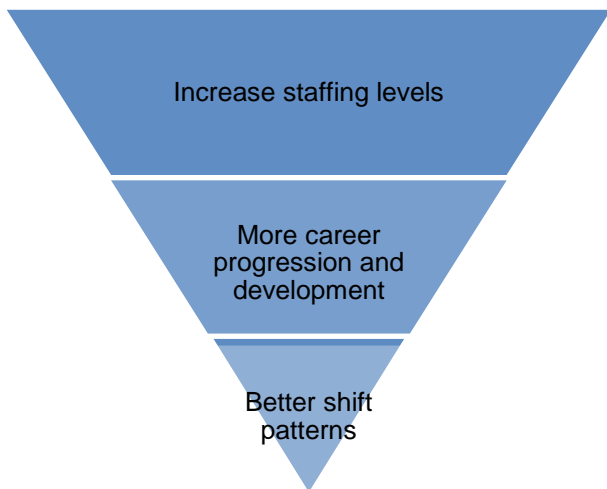
Specialist Care:



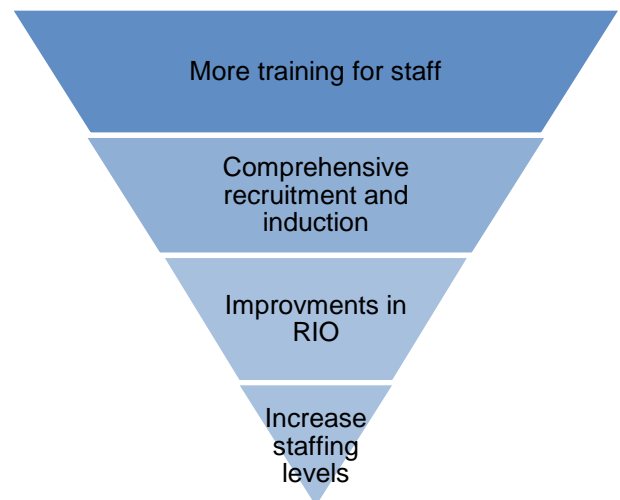
Community Care:



Inpatient Care:

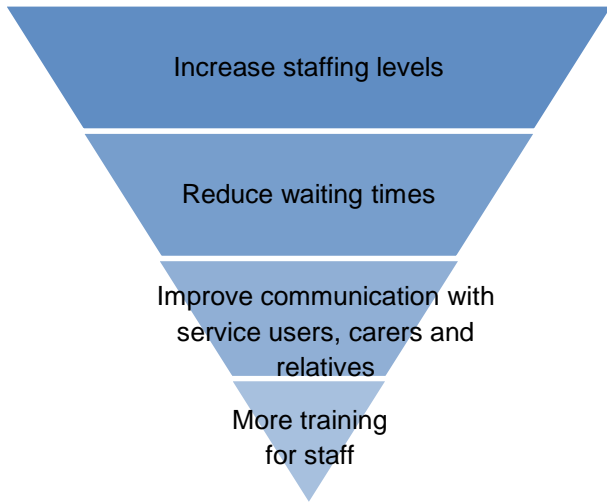


All other:

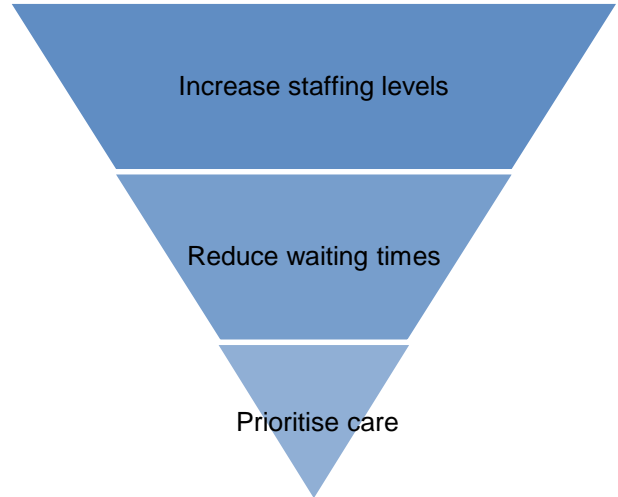


Question 2 - How likely are you to recommend our services to friends and family if they needed care or treatment?

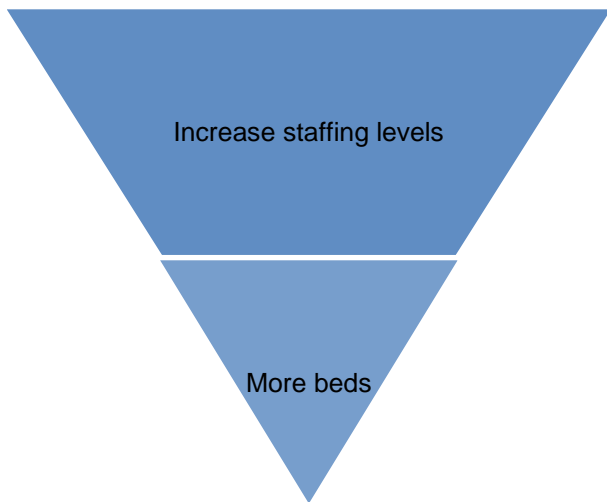
Specialist Care:



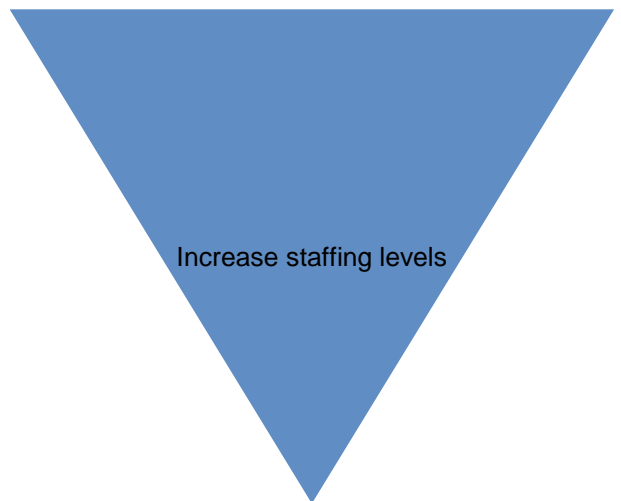
Community Care:



Inpatient Care:



All other:



The FFT results are available via the dashboards. Clinical 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 and consider actions to address these.

The Clinical Groups have considered the results which emerged from **Quarter 1 2016/17** and are undertaking actions to ensure improvement. Below are some of the key actions taken to address the themes:

~ Specialist Care:

Increase staffing levels – Inpatient CYPS and Neurological Services at Walkergate Park ran continual advertisements to increase the opportunity for applicants to apply for vacant posts.

Engagement with service users, carers and relatives - a Service User and Carer Involvement and Engagement Event was held in June to relaunch the role of the Champions, help them understand why involvement and engagement of users and carers is important and learn about examples of good practice.

~ Community Care:

Service user, carer and relative involvement – Community services continue to implement The Triangle of Care approach and progress towards Triangle of Care accreditation.

Culture/ leadership: ensure devolution – the Group Director had undertaken a roadshow to discuss the new Five Year Forward Strategy to obtain staff views.

~ Inpatient Care:

Shift patterns – provide flexible shift patterns to fairly accommodate individuals with family commitments or complex travel arrangements etc. This initiative is currently progressing in some areas.

Results - Response rate for Quarter 2 2016/17

As per the new approach all staff were asked the Friends and Family question via the system login process. 1,946 members of staff completed the Friends and Family Test in Quarter 2 2016/17, equating to a response rate of 31%. 4,328 members of staff who had the opportunity to complete the survey in Quarter 2 chose not to do so. There has been a decline in the response rate from 36% in the previous quarter (Q1 2016/17). This result could be due to the shorter timeframe for completion (survey only available for 1 month as opposed to 3 months). The table below shows the response rates for the last four quarters by group (graphed in Appendix 1):

Response rate	Q2 1516	Q4 1516	Q1 1617	Q2 1617	Q2 1617 number of responses	~ In Q2 response rates have declined overall from 36% to 31%. ~A significant number of areas have seen a decrease in
Trust	31%	32%	36%	31%	1946	
Specialist Care Group	37%	29%	35%	30%	576	
Community Care Group	36%	37%	42%	36%	587	

In-Patient Care Group	29%	36%	34%	30%	311	response rates, the most significant being Nursing (from 57% to 39%) ~The Chief Executive and Commissioning and Quality Assurance directorates were the only areas to see an increase in response rates, a 6% and 1% increase respectively.
Deputy Chief Executive	42%	35%	43%	36%	103	
Nursing Directorate	48%	54%	57%	39%	90	
Medical Directorate	40%	41%	40%	33%	76	
Commissioning and Quality Assurance	58%	59%	60%	61%	60	
Workforce Directorate	45%	54%	63%	57%	21	
CEO Office	73%	100%	47%	53%	8	

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

High Level Benchmarking Data - Update Q1 2016-2017

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: Q1 2016-2017.

	Total Response	HSCIC Workforce Headcount	Work		Care	
			Percentage Recommended	Percentage Not Recommended	Percentage Recommended	Percentage Not Recommended
National	143,784	1,133,063	64%	18%	80%	6%
NHS England Cumbria & North East	9,927	85,209	71%	13%	82%	5%
NORTHUMBERLAND, TYNE AND WEAR NHS FOUNDATION TRUST	2,333	6,114	71%	12%	81%	5%
TEES, ESK AND WEAR VALLEYS NHS FOUNDATION TRUST	3,019	6,470	72%	12%	82%	5%

It can be seen that the Trust is above the national average for both the percentage of staff who would recommend the Trust as a place to work and for those who would recommend for care and treatment. The data also shows the Trust is equal to 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 in response rates.

Anna Cummings Commissioning & Quality Assurance Officer - Experience & Effectiveness, Commissioning & Quality Assurance

July 2016

Quantitative Data

