

GP Practice Friends and Family Test – Information Leaflet

What is the Friends and Family Test?

Since April 2013, NHS acute trusts in England have been required to offer people using their services the opportunity to respond to a ‘Friends and Family Test’ survey question. Following updated guidance from NHS England in July 2014, the Friends and Family Test is being expanded to include additional healthcare areas, including **GP practices from 1st December 2014**.

All GP Practices will use exactly the same question wording and same response options.

There is also a requirement to ask a follow-up free-text comment question and demographic questions. Patient responses are submitted to NHS England every month.

How does the Picker Institute Friends and Family Test solution work?



The completed paper questionnaires can be data entered online by GP practice staff/volunteers. Please see below for further details.

How do we give the Friends and Family Test questionnaire to patients?

Please point out to patients how they can use the survey to give their feedback and where they return the questionnaires once they have completed them.

Promoting the Friends and Family Test

To get the best from your Friends and Family Test:

- Please print off copies of the paper questionnaire and place them within the practice where they can be clearly seen by patients, such as at reception or in the waiting room
- It is recommended that you place the questionnaires and a collection box in close proximity to the awareness poster
- The awareness poster has space for you to write your 3 digit practice code in. Please use a dark coloured permanent marker and write your 3 digit practice code in lowercase

Please remember that patients should complete the survey by themselves. If someone requires assistance to fill out the survey, a family member / carer can assist them, but the survey should be answered from the perspective of the person who has received care at the practice and not the person helping.

How else can patients complete the questionnaire?

Online survey

The following link can be placed on your practice website for patients to give their feedback: goo.gl/2WbVBI

This also appears on the bottom of the paper questionnaire as a URL, as well as a mobile optimised version via the Quick Response (QR) code on both the awareness poster and paper questionnaire.

Tablet survey

The following link can be placed on any tablet you have in your practice reception / waiting room: goo.gl/Eo64cB

The tablet questionnaire is browser based so will work on any device (iOS, Android, Windows etc.) as long as a consistent internet connection is available.

Except when completing a paper questionnaire, patients will need to use the 3 digit practice code to provide their feedback. It is important that each of the questionnaire links are only used for their intended purposes; the distinction between them is part of the submissions to NHS England.

How do we complete the data entry from the paper questionnaires?

You can access the data entry system by using this link: goo.gl/ArBXqE

Data entry website code

The Picker Institute will provide a 3 digit code for access to the data entry system that will enable the Picker Institute to attribute responses to your practice. This code will be sent in an email to the practice manager and should be written on the Friends and Family Test poster in the practice reception.

When entering this code, please do so carefully as it will be used to attribute responses to your practice. Entering the incorrect practice code will mean your patients' responses are not attributed to your practice.

When data entering questionnaires

- Please select the same responses in the data entry system that are given on the paper questionnaire
- Type the verbatim comments exactly how they appear on the paper questionnaires
 - This includes spelling mistakes or if what has been written does not make sense!
 - Please do not try to interpret comments written on the paper questionnaires
- Click *Submit* at the end of the questionnaire to complete the data entry of the record, but please note that the data cannot be changed once this has been submitted
- Once you have submitted a data entry record, you will be routed to the start of the next record so you can submit the next questionnaire

I'm data entering a questionnaire which hasn't been fully completed, what should I do?

If the Friends and Family Test question (How likely are you to recommend...) has not been answered:

You can enter this as normal, but the questionnaire will **not** be included in the data that goes to NHS England.

If other questions have not been answered, please leave these questions blank and complete the rest of the data entry and do not attempt to interpret or guess a response for any blank questions. There is still potentially valuable information captured by the other questions, so these can be submitted and used for other feedback.

Please estimate the date of the questionnaire if this has not been completed by the patient. NHS England requires monthly submissions, so a questionnaire only needs to be attributed to the correct month.

How often do I need to data enter the completed paper questionnaires?

It is recommended the paper questionnaires are entered at least once a week to avoid a build-up to be completed at the end of each month. All paper questionnaires must be uploaded by the first Monday of the next month for the data to be included in that month's submission to NHS England.

i.e. November's data entry must be complete by the first Monday in December in order for it to be included in the November data that is submitted to NHS England.

Any paper questionnaires in a month not data entered by this deadline cannot be uploaded and must be discarded.

How do I see the data and access the support materials?

On Picker Results, you can access your Friends and Family Test results as well as all of the required documents and files to run the Friends and Family Test.

To access the survey materials:

- Each practice will have an account to access Picker Results. Please go to www.picker-results.org and login using your practice username and password. Please ask your in-practice contact or email GP.FFT@PickerEurope.ac.uk for details
- Select **Friends and Family** from the top navigation bar and then select your practice from the box below. On the next page select **Friends and Family Test – GP**
- You will now be at the Welcome Screen for the Friends and Family Test
- All of the materials you need to get started can be accessed by clicking on the **Friends & Family GP Test Toolbox** in the menu on the left hand side
- Each document is provide as a link to a PDF document

To access your Friends and Family Test results:

- Each practice will have an account to access Picker Results. Please go to www.picker-results.org and login using your practice username and password. Please ask your in-practice contact or email GP.FFT@PickerEurope.ac.uk for details
- Select **Friends and Family** from the top navigation bar and then select your practice from the box below. On the next page select **Friends and Family Test – GP**
- You will now be at the Welcome Screen for the Friends and Family Test
- The menu to the left contains each of the reporting elements:
 - Overview Report
 - Respondent Comments
 - GP Practice Report
 - Respondent Profile
 - Benchmarking
- Each reporting page has a Results Filter
- This filter will remain in place within each page and sub-page until it is changed or you return to the Home page of Picker results

A full guide to Picker Results is available under the **Friends & Family GP Test Toolbox**.

Can Picker Institute Europe upload our practice's results to NHS England?

NHS England requires each practice to upload their own results on a monthly basis.

Why do the questionnaire hyperlinks not look like normal web addresses?

For ease of use, each of the hyperlinks to questionnaires (data entry / online etc.) uses a short URL. This re-directs to allow access to the full questionnaire at its normal web addresses, without having to type in a complete web address.

We have done this as the actual questionnaire web addresses are not short and easy to type into an address bar.

Can Picker Institute Europe supply a tablet/computer/kiosk for use in our GP practice?

The Picker Institute is unable to supply devices to GP practices. However, the Picker Institute is able to advise GP practices on suitable device models and kiosk suppliers. Please email GP.FFT@PickerEurope.ac.uk for more information.

Who do I contact if I have questions about the Friends and Family Test survey?

Please ask your in-practice contact or email GP.FFT@PickerEurope.ac.uk for more information.