

**PLEASE NOTE – NEW DEADLINE DATE IS FRIDAY 15TH JANUARY,  
(not 13<sup>th</sup> January) Sorry!**



## **Friends & Family Test Update - Special Edition**

Publication 14

### **FFT and Insight Conference - Event Reminder!**

The national FFT and Insight Conference has now been confirmed at the Queens Hotel, Leeds, on **17 March 2016**. The event will include the announcement of the winners of our first FFT Awards. Further details about the awards scheme are below.

### **Friends and Family Test Awards 2016 - Deadline extended! FRIDAY 15TH JANUARY**

We have been asked if we could extend the deadline to take account of the festive period and we are pleased to confirm that the deadline has been extended by one week and all applications should be submitted by the close of play on ~~Friday 13 January 2016~~. **FRIDAY 15TH JANUARY** Details of how to apply can be found below.

To celebrate the positive changes to healthcare that are being produced through patient feedback, we want to find and recognise the services and people in the NHS who are making a real difference by organising the Friends and Family Test Awards 2016.

These awards will highlight some of the excellent work that is going on and to say thank you to the individuals and teams who have championed the FFT across NHS-funded services as an important way to increase transparency and involve patients in shaping their services.

There are five categories to take part in – including one for Staff FFT – so we are very keen for providers and their partners to get involved. We'd love to hear about the amazing initiatives you have led or the great work of some of your colleagues.

Entries will be used as case studies on the NHS England website to show how the FFT is working and share details of service improvement with other providers. There will be awards for the top three nominees in each category, with winners to be announced at the national FFT and Insight Conference in Leeds on 17 March.

The categories are:

- **Best FFT initiative in Primary Care** – Covering GP and dental practices.
- **Best FFT initiative in any other NHS-funded service** – Covering hospital services, ambulance and patient transport services, community and mental health trusts etc.
- **Best FFT accessibility initiative** – Open to any service that has made a particular effort to make giving FFT feedback easier for people who might otherwise be excluded due to their age, language, literacy, physical or mental condition.
- **Best Staff FFT initiative** – Open to those organisations who participate in the Staff FFT.
- **FFT Champion(s) of the Year** – An individual or team who has made the most outstanding contribution to the successful implementation of the FFT in any NHS-funded service.

For more details about the awards scheme, including the rules and the entry form, please see the news item on our website <https://www.england.nhs.uk/2015/11/30/fft-awards/>

If you have any questions, please email the FFT Helpdesk at [england.friendsandfamilytest@nhs.net](mailto:england.friendsandfamilytest@nhs.net)

## **FFT Spotlight Week - Event Reminder**

We will also hold a week of national and regional FFT publicity and promotional activities to coincide with the conference. The dates for this FFT Spotlight Week are **Monday 14 March to Friday 18 March**. Planning is underway with regional FFT and communications leads and further details will be shared when confirmed.

If you have any queries, please get in touch with Gillian Radcliffe, FFT Communications and Engagement Manager at [gillian.radcliffe@nhs.net](mailto:gillian.radcliffe@nhs.net)

## **Spotlight Week Communications Materials – Now Available!**

We have created a suite of FFT print materials to support the Spotlight Week which can be ordered free of charge through the DH Orderline, within the FFT Campaign section or you can use the following link:

[https://www.orderline.dh.gov.uk/ecom\\_dh/public/saleproducts.jsf](https://www.orderline.dh.gov.uk/ecom_dh/public/saleproducts.jsf)

The materials we have created, including posters and leaflets, are suitable for the following settings:

- Dental Practices
- GP Practices
- Ambulance Services
- A&E
- Community Health Services
- Inpatient Services
- Maternity Services
- Mental Health Services
- Outpatient Services
- Patient Transport Services

You can create your own pack of materials based on your requirements. The materials will be available to order now via the DH Orderline and will be available until the end of March 2016.

## Useful FFT links

### FFT Support

If you need support implementing and managing the FFT in your organisation please read the latest version of the guidance documents <http://www.england.nhs.uk/wp-content/uploads/2014/07/fft-imp-guid-14.pdf> .

If you need further assistance and support please contact the FFT Helpline [england.friendsandfamilytest@nhs.net](mailto:england.friendsandfamilytest@nhs.net) or telephone on 0113 824 9494.

### How to submit items for inclusion in the FFT Update

We have created one form for all submissions of information and events to make it as easy as possible for people to contribute the FFT Updates. If you wish to submit information for inclusion in the FFT Update please email the [FFT Communications, Event Planner, & News Story Submission form](#) no later than 25<sup>th</sup> of the month for inclusion in the end of the month update.