



Update on NHS Friends and Family Test

Midlands & East – East

June 2016

FFT Overview- General Practice (April 2016)

Key messages

- Across East, 89% would recommend their GP practice to friends and family, 5% would not - not significantly different from the national, regional or three locality area scores.
- From the 538 practices across the East, 422 practices submitted data this month - a 74% return rate. This included a 75% return from the northern area (Cambs/Peterborough/Norfolk) a 77% return from the middle area (Suffolk/Great Yarmouth and Waveney and NE/W Essex) and a 69% return from the southern (S/mid Essex) locality. To compare, there was a 71% national and 69% Mids/East return rate for April.
- Return rates have fallen slightly month on month for some months now nationally, regionally and locally. East's returns are approaching/similar to the levels of England/region especially in the southern locality.

FFT Overview- Dental Practice (April, 2016)

Key messages

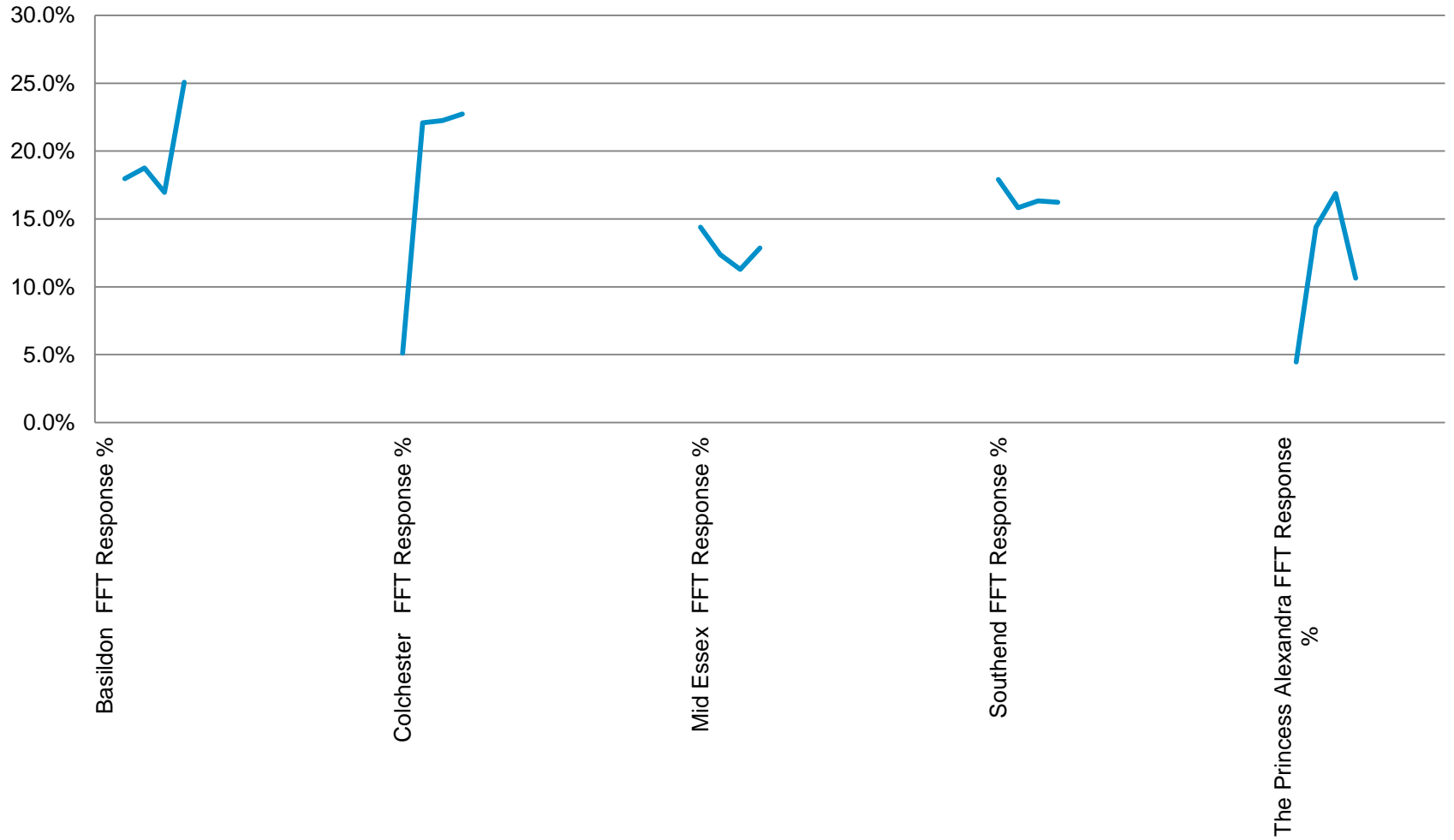
- Almost all patients - 97% - would recommend their dental practice to friends and family across East with only one in a hundred saying they would not – the same as the national score. Scores across localities are similarly high.
- From 480 practices across East, 322 practices submitted data this month – a 67% return rate. This compares with a 61% national return rate and 62% for Midlands and East – both significantly lower than for the East patch.
- Return rates for the northern patch are slightly lower than that for the middle or south of the patch

Key messages

- **Results** - Patients who have responded to the FFT have been overwhelmingly positive with an average % recommended at 96% (community trusts) and 85% for mental health trusts.
- Only one in hundred patients would not recommend their Community Health service while one in 16 people will not recommend their Mental Health service in the East.
- At local level, recommendation scores drop slightly for some categories of services in some trusts but, in these cases, the total numbers of patients giving a view are relatively low so results should be treated with care
- **Data quality** - Of the patient populations eligible to respond to the FFT, nationally 4%(CH) and 2%(MH) responded in April. In the East, around 2%(CH) and 2%(MH) responded.

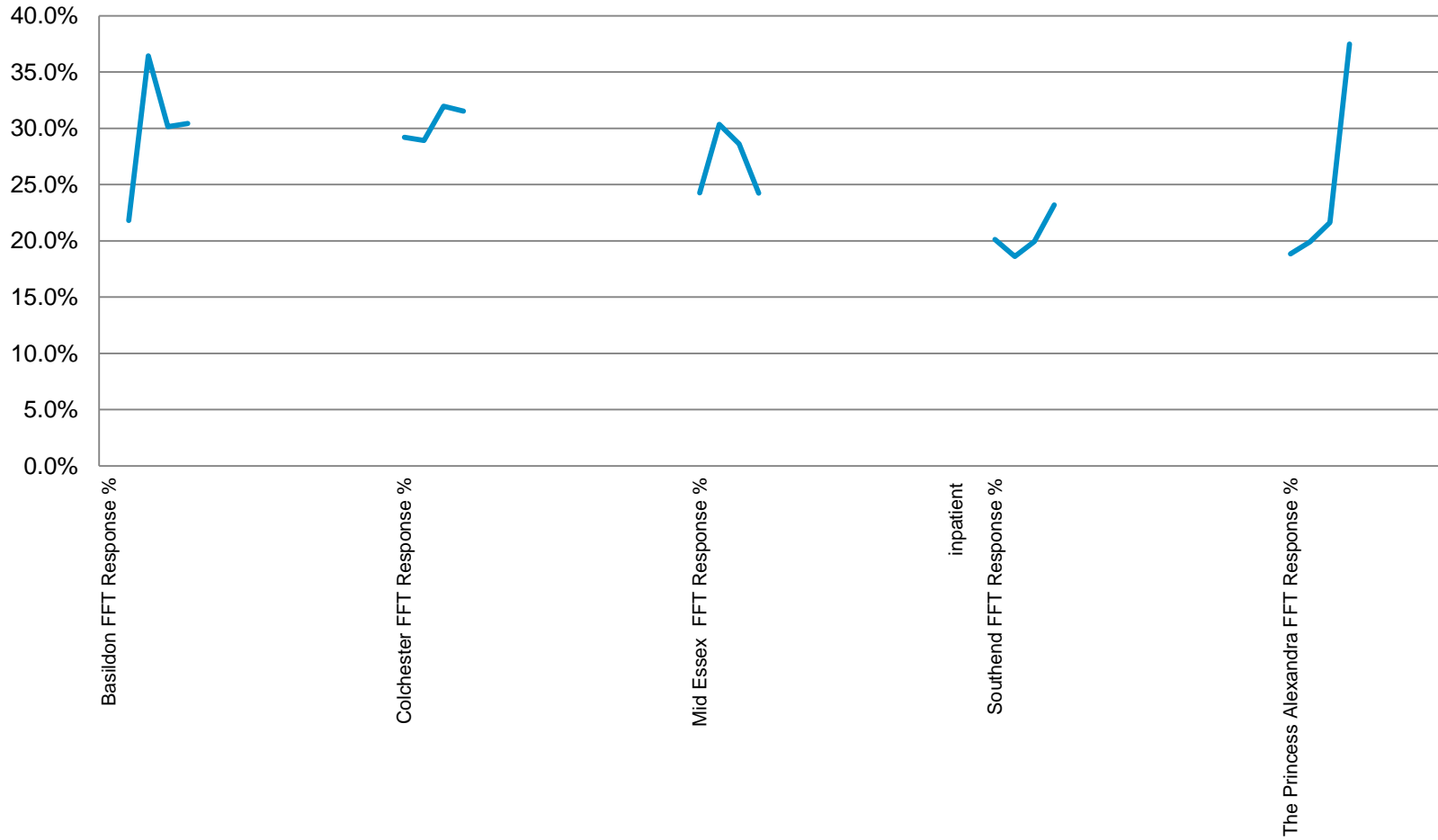
FFT Overview- Acute

A&E FFT Response Rate - Jan 16 - Apr 16

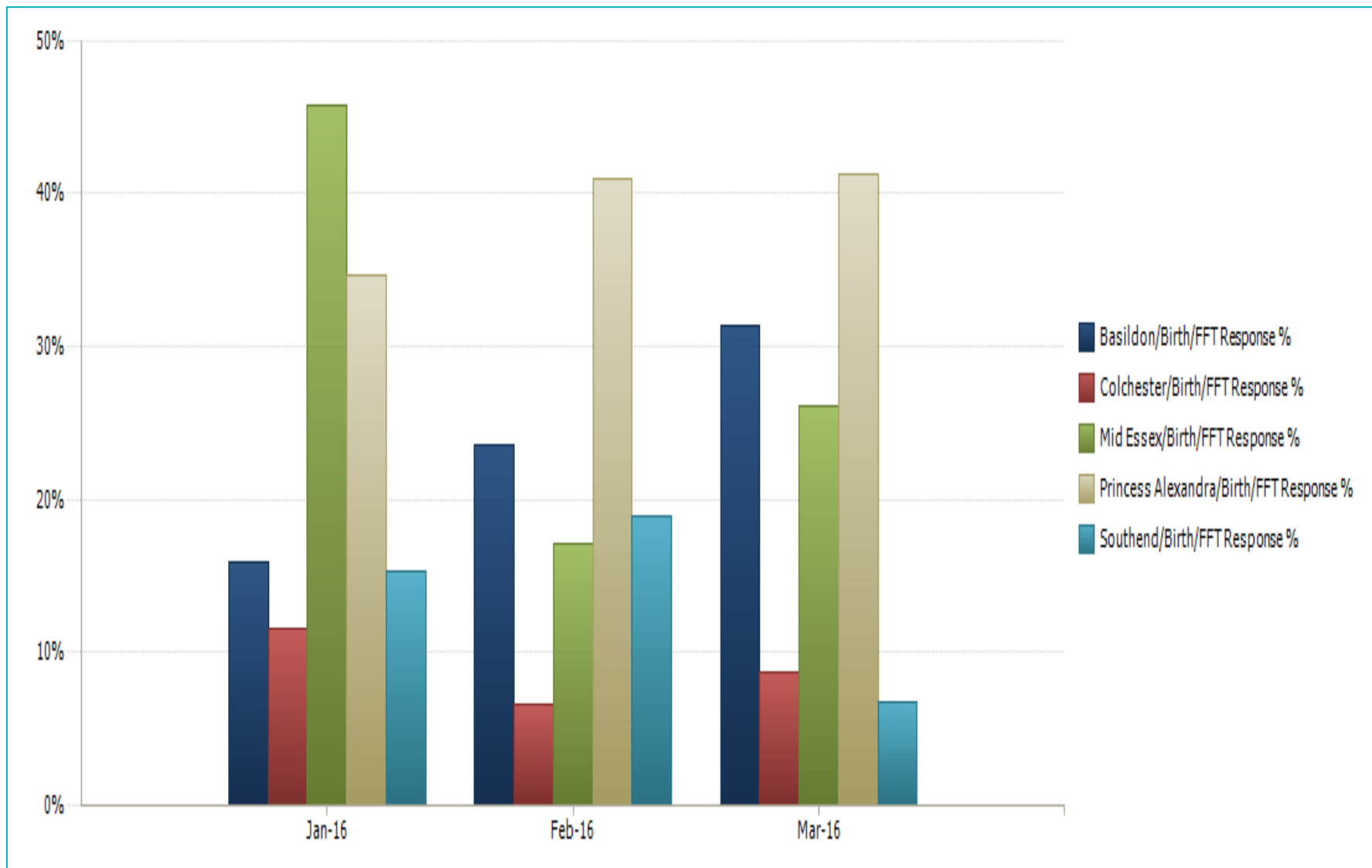


FFT Overview- Acute

Inpatient FFT Response Rate - Jan 16 - Apr 16



Jan-Mar 2016- Maternity Question 2 - Birth FFT Response Rate





How did we do today?

FFT – Supporting you to
deliver an extraordinary
patient experience