

**STATISTICAL COMMENTARY  
FRIENDS AND FAMILY TEST DATA  
(Staff)  
Quarter 1: April – June 2014**

## Background

The Friends and Family Test (FFT) for Staff is a feedback tool which allows staff to give feedback on NHS Services based on recent experience. Staff FFT is conducted on a quarterly basis<sup>1</sup>. There is no set criterion for how many staff should be asked in each quarter, simply a requirement that all staff should be asked at least once over the year.

Staff are asked to respond to two questions. The 'Care' question asks how likely staff are to recommend the NHS services they work in to friends and family who need similar treatment or care. The 'Work' question asks how likely staff would be to recommend the NHS service they work in to friends and family as a place to work. Staff are given a 6-point scale from which they can respond to each question. The scale includes the options; 'Extremely Likely', 'Likely', 'Neither Likely nor Unlikely', 'Unlikely', 'Extremely Unlikely' and 'Don't Know'.

Scores are produced at organisational level relating to feedback as a place for care and as a place to work. These scores relate to the percentage of respondents who would recommend (Extremely Likely or Likely) and the percentage of respondents who would not recommend (Unlikely or Extremely Unlikely). Exact details of the calculation methods are provided in the notes at the bottom of this document.

The Staff FFT is for all NHS organisations providing acute, community, ambulance and mental health services. It is the same organisations that complete the existing NHS Staff Survey:

<http://www.nhsstaffsurveys.com/Page/1006/Latest-Results/2013-Results/>

## Key Facts

Staff Friends and Family Test results for Quarter 1 (1<sup>st</sup> April to 30<sup>th</sup> June) 2014.

- Non-zero<sup>2</sup> responses were submitted by 241 NHS service providers<sup>3</sup>.
- During Quarter 1 the total number of responses to Staff FFT was 163,686.
- Nationally the percentage<sup>4</sup> of staff who would recommend their organisation to friends and family in need of care/treatment is 76%, whilst the percentage who would not recommend their organisation is 8%.
- Nationally the percentage of staff who would recommend their organisation to friends and family as a place to work is 62%, whilst the percentage who would not recommend their organisation is 19%.

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<sup>1</sup> There is no Staff FFT in Q3 as the existing NHS Staff Survey takes place in this quarter.

<sup>2</sup> Four organisations didn't conduct the Q1 survey and return data.

<sup>3</sup> This includes NHS providers of acute, ambulance, mental health and community services. Staff FFT is only completed by NHS organisations.

<sup>4</sup> Percentages are rounded to the nearest whole number.

## **Methodology**

NHS England has not prescribed specific modes for the collection of the data or specific points at which the questions should be asked within the quarter. Further, there is no set criterion for how many staff should be asked in each quarter, simply a requirement that all staff should be asked at least once over the year. No standardisation techniques are applied to the data to attempt to control for these differences between quarters or organisations. These factors should be taken into account when interpreting results. Detailed guidance for conducting Staff FFT can be found through the following link:

<http://www.england.nhs.uk/ourwork/pe/fft/staff-fft/>

## **Calculation of the score**

$$\text{Recommend (\%)} = \frac{\text{extremely likely} + \text{likely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$

$$\text{Not recommend (\%)} = \frac{\text{extremely unlikely} + \text{unlikely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$

## **Matrix**

The underlying data was submitted by organisations as a matrix, illustrating the crossover between the Staff FFT care and work questions. For ease of use organisational level tables simply present the headline scores but the matrix data can be accessed in the accompanying .csv file.

## **Designation as Experimental statistics**

These data are experimental official statistics because they are relatively new and remain under development. This is in line with the UK Code of Practice for official statistics, principle 4, which defines experimental statistics as:

*"new official statistics undergoing evaluation. They are published in order to involve users and stakeholders in their development..."*

## **Suppression**

In cases where the actual number of people submitting responses is less than five, scores and their breakdown are suppressed to protect against individual responders being identified. In the published data files a suppressed figure is shown as a "\*" and an unavailable or non-calculable figure is presented as "NA". This enables a reader to distinguish between these data types and submitted values of zero.

## **Participation**

The publication tables contain a headcount figure from the HSCIC workforce publication, sourced originally from the Electronic Staff Record (ESR). This is to help users put the number of responses in context against the number of people employed by the organisation. Over the course of a year the total number of responses for Quarters 1, 2 and 4 may exceed the headcount. As an example, this may occur where an organisation adopts a census approach each quarter, giving all staff the opportunity to reply three times a year.

## **Feedback welcome**

We welcome feedback on both the content and presentation of FFT statistics within this Statistical Commentary, and on those data published on the NHS England website. Please email any comments on this, or any other issues regarding the FFT data and statistics, to: [england.friendsandfamilytest@nhs.net](mailto:england.friendsandfamilytest@nhs.net)

For press queries, please e-mail the NHS England media team at [nhs.cb.media@nhs.net](mailto:nhs.cb.media@nhs.net) or call 07768 901293

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