

# Friends & Family Test Update - Special Edition

Publication 15

## Patient Experience and Insight Conference – Improving quality by learning from feedback -

The Patient Experience and Insight Conference has now been confirmed at the Queens Hotel, Leeds, on **17 March 2016**.

**Registration is now open!** [Book your place](#) today!

The conference will focus on the Friends and Family Test and other ways to achieve patient insight across the NHS.

Chaired by Anu Singh, Director of Patient and Public Participation and Insight for NHS England, the conference theme will be around improving quality by learning from feedback.

The day will include information on a new NHS Insight Strategy, interesting talks from industry experts and practical examples of success and good practice. We'll also be announcing the winners of the Friends and Family Test Awards.

**This event is aimed at people leading patient insight and experience work in provider and commissioning services, who can play a role in making a difference through the use of insight data in their organisations.**

By attending the event, delegates will:

- Have an increased awareness of all the potential sources of insight
- Develop further understanding of relative strengths and weaknesses of different sources of insight
- Develop understanding of how this work can be used to strengthen commissioning.
- Explore how to move from data to change
- Take an active part in the first steps in establishing networks to share best practice and learn from each other

The conference will feature morning and afternoon workshop sessions, which you will be able to select your preferences upon booking for this event.

If you need any further information, please [send us an email](#).

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 – Update!**

We're delighted to announce that almost 200 entries for the FFT Awards were received by the extended deadline. This included entries from all four regions across England and a good number for each of the five categories.

A panel of judges – including patient representatives – is currently assessing the submissions.

The winners will be announced at the conference on 17 March. We may be in touch with some shortlisted entrants before then to arrange filming as part of a montage of the activity to be shown at the presentations.

Many thanks to everyone who took the time to provide an entry. We are very impressed with the high standard of content submitted, which demonstrates determination, creativity and genuine commitment to listening to patients. Whilst not everyone can win, we will make sure we put the information to good use as a bank of case studies, in due course, and we hope that some of them will be publicised during our FFT Spotlight Week, which aims to raise public awareness about giving feedback, from 14 to 18 March.

The central FFT team is currently working with regional FFT teams and communications colleagues to plan a range of local and national promotional and engagement activities for the week.

## 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.