

Key principles of the NHS Staff Friends and Family Test

The key principles of the NHS Staff Friends and Family Test (Staff FFT) are summarised below.

Implementation

- Staff FFT is to be implemented from April 2014.
- The primary purpose of Staff FFT is to support local service improvement work.
- A flexible approach has been adopted for how organisations implement Staff FFT.
- Staff FFT data is to be collected and submitted quarterly for Q1, Q2 and Q4 after the end of each quarter. For Q3 (when the annual NHS staff survey is undertaken) there is no requirement to undertake Staff FFT, although organisations may wish to do so.
- A proportion of staff should have the opportunity to respond to Staff FFT in each of the three quarters, with all staff having the opportunity once per year, as a minimum requirement. Organisations may provide all staff with the opportunity to respond each quarter if they so wish.
- When undertaking the Staff FFT, staff should have the opportunity to respond to two FFT questions. The wording and ordering of the questions must be the same as set out in this guidance. The response scale set out in this guidance must be used.
- The Staff FFT must include at least two free text follow-up questions, one after each fixed-response question.
- Organisations can collect additional information through Staff FFT to support local service improvement.
- Organisations may source their own third party supplier for Staff FFT, or deliver it in-house.
- Organisations are encouraged to collect equality and diversity data as part of Staff FFT.
- Organisations may choose to implement their Staff FFT confidentially or anonymously, but they are required to inform staff how their data will be used and honour any statements they make. When carrying out Staff FFT, organisations

will need to ensure compliance with the Data Protection Act (1998), and the NHS Code of Practice on Confidentiality (2003);

- Organisations should ensure that local staff side unions are fully involved in discussions about the introduction of the Staff FFT including the presentation and analysis of results; setting priorities for service improvements; identification of any additional questions and communication of the results to staff and external parties.

Data submission

- Organisations must submit data to NHS England in quarter 1, quarter 2 and quarter 4, which includes:
 - the breakdown of responses for each question.
 - the total number of responses for each collection method.

Publishing

- Organisations must publish their own results locally.
- NHS England will publish the results nationally, following the month of submission.