



Guidance on the submission of community and mental health Friends and Family Test data

NHS England INFORMATION READER BOX**Directorate**

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Superseded Docs (if applicable)	
Action Required	
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Document Status

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Guidance on the submission of community and mental health Friends and Family Test data

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“Promoting equality and addressing health inequalities are at the heart of NHS England’s values. Throughout the development of the policies and processes cited in this document, we have:

Given due regard to the need to eliminate discrimination, harassment and victimisation, to advance equality of opportunity, and to foster good relations between people who share a relevant protected characteristic (as cited under the Equality Act 2010) and those who do not share it;

Given regard to the need to reduce inequalities between patients in access to, and outcomes from, healthcare services and in securing that services are provided in an integrated way where this might reduce health inequalities”.

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1 Summary

This guidance sets out the details for central submission of Friends and Family Test (FFT) data through the UNIFY2 system for providers of NHS funded community and/or mental health services. Providers of both community and mental health services are required to make two separate submissions. This document covers both submissions.

2 Timelines

Providers of NHS funded community and mental health services should have implemented the FFT by 1st January 2015. The first submission of data for all organisations, including early implementers will take place in February 2015 relating to FFT feedback received in the month of January. Organisations will be able to submit data starting from the first working day of the month and will have until the **thirteenth working day** (inclusive) to make their submission. Dates for the first three months are shown in the table below. Dates for the first year are shown in Annex 1.

FFT feedback month	Submissions open (first working day of the month)	Submission closure (thirteenth working day of the month)
January 2015	2 February 2015	18 February 2015
February 2015	2 March 2015	18 March 2015
March 2015	1 April 2015	21 April 2015

3 Submission route

Organisations are required to submit data through the UNIFY2 system. UNIFY2 is an NHS England managed data collection system that flows aggregated data from the health service, eg Referral-to-Treatment Times (RRT) data. Users log in to the system using their unique username and password.

4 How do I access UNIFY2?

Existing users should be able to use their current username and password to access the system:

<http://www.UNIFY2.dh.nhs.uk/unify/interface/homepage.aspx>

Anyone new to using the system will need to apply for a username and password. To access the UNIFY2 system users need an N3 connection.

<http://www.UNIFY2.dh.nhs.uk/unify/AccessSecurity/Management/AccountRequest.aspx>

Those without an N3 connection can apply for one through the following route:

<http://www.n3.nhs.uk/CustomerInformation/Howdof/OrderanN3Service.cfm>

5 How do I submit data?

Organisations enter their data into the UNIFY2 templates provided. The number of responses in each category (eg extremely likely) and number responses for each collection mode should be entered. Providers of both community and mental health services are required to make two separate submissions using two separate UNIFY2 templates. The

responses need to be split into seven categories for mental health and six categories for community.

5.1 What are the category splits that need submitting for community and mental health data?

Data submissions should follow these groupings as closely as possible. However, local discretion may be applied where services are not provided in line with the groupings to ensure that scores received are representative of your organisation. If you do not provide services within one or more of the categories, please leave it blank.

Mental Health

Primary care	– IAPT
Secondary care community services	– community mental health teams, memory services, crisis and home treatment teams, assessment and treatment services, recovery services, respite care, assertive outreach services, substance misuse community services, general outpatient clinics run by psychiatrists, early intervention services, liaison psychiatry and mental health and homelessness services
Acute services	– inpatient services including low security, rehabilitation, eating disorders and rapid assessment interface and discharge services, inpatient services for substance misuse, older adult services 65+ (including assessment, dementia care, continuing care, intermediate care) and psychiatric intensive care units
Specialist services	– personality disorders, affective disorders, eating disorders, neurocognitive services, specialist dementia services, specialist psychotherapy/psychology (where not integrated into CMHTs), employment services, addiction services, mother & baby/perinatal and low security services
Secure & forensic services	– secure forensic mental health community
Child and adolescent mental health services	
Mental health other	- mental health services which providers cannot fit into the more specific categories

Community Healthcare

Community inpatient services	- inpatient
Community nursing services	- district nursing, community matrons, case management, long-term conditions
Rehabilitation and therapy services	- physiotherapy, occupational therapy, podiatry, adult speech and language therapy, osteopathy, rehabilitation
Specialist services	- dietetics and nutrition, phlebotomy (blood), diabetic retinal screening, sexual health and contraceptive services, amputee and prosthetic, pain management, smoking cessation services, community dental services, falls prevention
Children and family services	- children's community nursing, children's physiotherapy, children's speech and language therapy, children's occupational therapy, paediatric medical services
Community healthcare other	- walk-in centres, minor injury units, public health services, GP out-of-hours

Organisations providing specialist learning disability services should submit data for those services under the most appropriate category for their organisation. This could be within mental health or community healthcare.

The mode of response data is not required to be split by the sub-categories.

5.2 Do I need to submit an eligible population?

Organisations must submit the number of unique patients' accessing services in the last month. Providers of both community and mental health services should submit two separate figures. Figures do not need to be submitted for the separate sub-categories just an overall figure.

5.3 Why are we submitting an eligible population?

The figure is required to put the number of responses into context for those using the data. The figure has been chosen following discussions with the Community and Mental Health Workstream Group, with the aim of providing an informative measure whilst trying to minimise the burden of providing data.

5.4 When will the live template be available?

The live template will be available on UNIFY2 in January 2015.

5.5 What exactly will the template look like and how exactly do I submit the data?

Each return is a completed Excel spreadsheet (template) which is uploaded to UNIFY2 in the Non-DCT (Data Collection Tool) part of UNIFY2. Annex 2 provides screenshots of the submission process.

5.6 What will happen after I submit the data?

NHS England will undertake basic validation of the data to highlight anomalies which will be followed up with organisations. This may result in a need to resubmit the data. Once published there will be no facility available to revise the detail so trusts are asked to take care when making their monthly submissions.

Annex 1 – Submissions deadlines for the first year

Organisations will be able to submit data starting from the first working day of the month and will have until the **thirteenth working day** (inclusive) to make their submission. Dates for the first year are shown below.

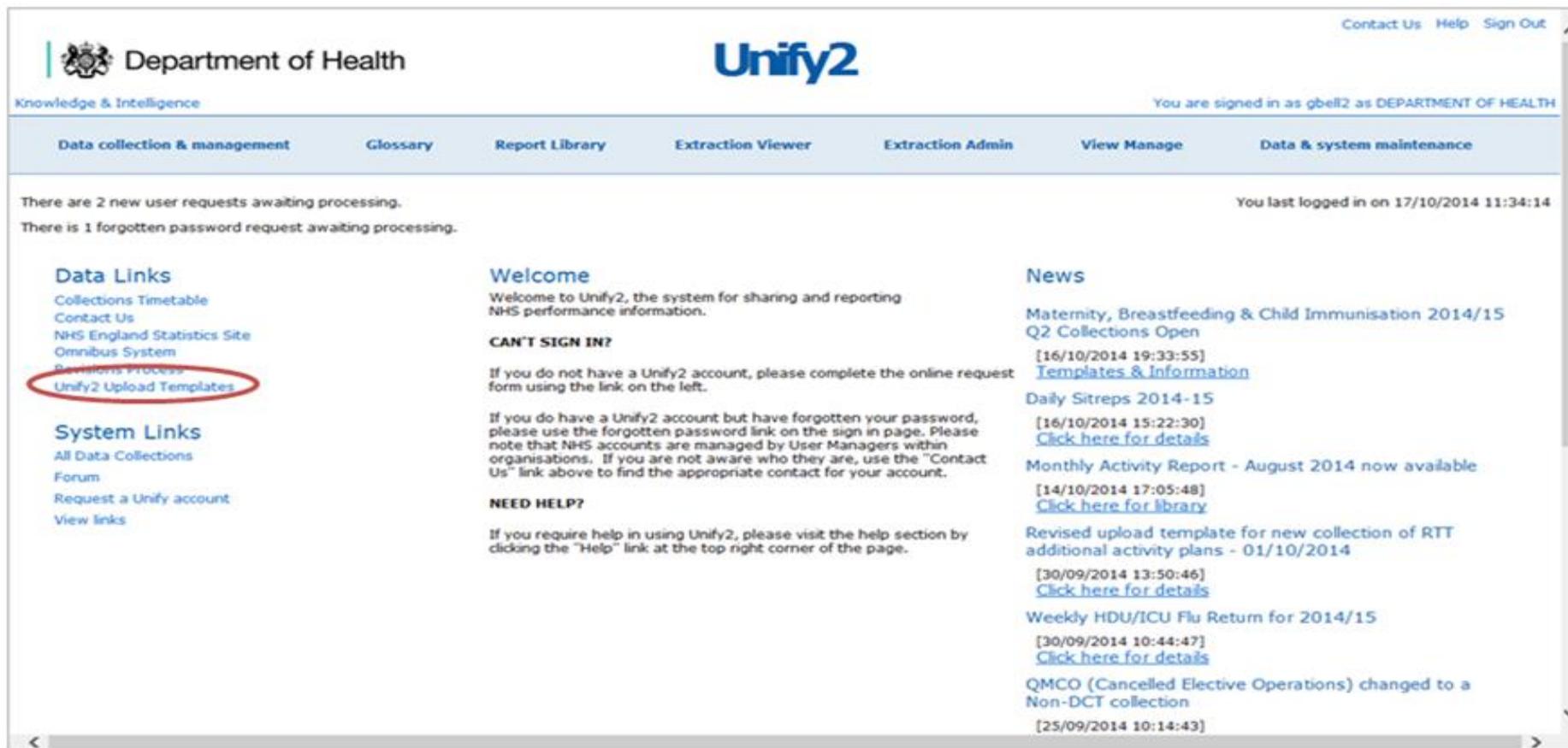
FFT feedback month	Submissions open (first working day of the month)	Submission closure (thirteenth working day of the month)
Jan-15	02 February 2015	18 February 2015
Feb-15	02 March 2015	18 March 2015
Mar-15	01 April 2015	21 April 2015
Apr-15	01 May 2015	20 May 2015
May-15	01 June 2015	17 June 2015
Jun-15	01 July 2015	17 July 2015
Jul-15	03 August 2015	19 August 2015
Aug-15	01 September 2015	17 September 2015
Sep-15	01 October 2015	19 October 2015
Oct-15	02 November 2015	18 November 2015
Nov-15	01 December 2015	17 December 2015
Dec-15	04 January 2016	20 January 2016

Annex 2 – Details of the UNIFY2 submission process

Use your login and password to access UNIFY2 at:

<http://nww.UNIFY2.dh.nhs.uk/unify/interface/homepage.aspx>

To access the latest template, click on the 'UNIFY2 Upload Template' link on the left hand side. In January two templates will be available in this list to download and save. They will be labelled 'FFT MH' and FFT Com'.

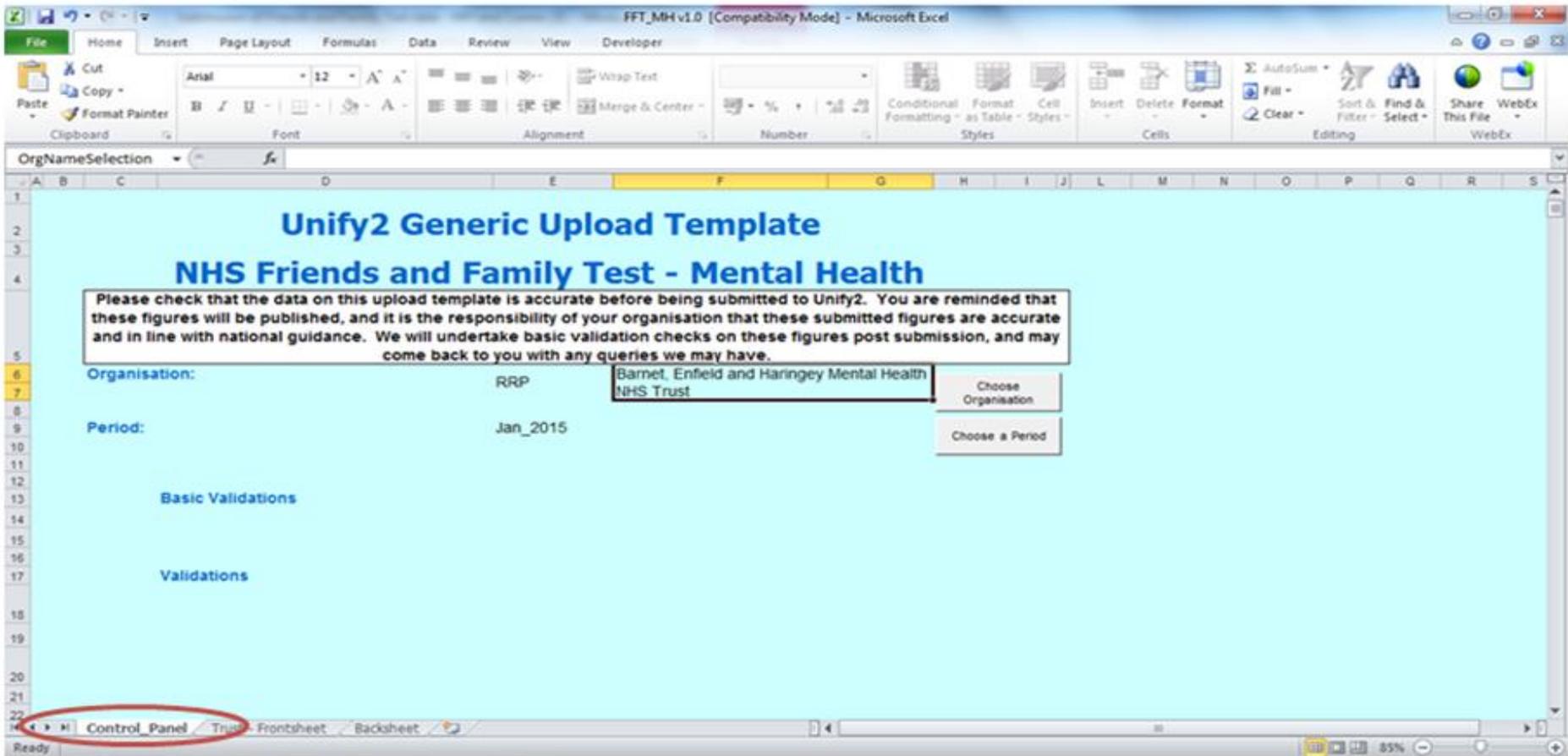


The screenshot displays the UNIFY2 interface. At the top left is the Department of Health logo and the text 'Department of Health' and 'Knowledge & Intelligence'. At the top right is the 'Unify2' logo and the text 'You are signed in as gbell2 as DEPARTMENT OF HEALTH'. Below the logo is a navigation bar with links: 'Data collection & management', 'Glossary', 'Report Library', 'Extraction Viewer', 'Extraction Admin', 'View Manage', and 'Data & system maintenance'. Below the navigation bar, there are three main sections: 'Data Links', 'Welcome', and 'News'. The 'Data Links' section contains links: 'Collections Timetable', 'Contact Us', 'NHS England Statistics Site', 'Omnibus System', 'Revisions Process', and 'Unify2 Upload Templates' (which is circled in red). The 'Welcome' section contains a welcome message, a 'CAN'T SIGN IN?' section with instructions on how to create an account or reset a password, and a 'NEED HELP?' section with instructions on how to get help. The 'News' section contains several news items with dates and times, including 'Maternity, Breastfeeding & Child Immunisation 2014/15 Q2 Collections Open', 'Daily Sitreps 2014-15', 'Monthly Activity Report - August 2014 now available', 'Revised upload template for new collection of RTT additional activity plans - 01/10/2014', and 'Weekly HDU/ICU Flu Return for 2014/15'. At the bottom of the page, there are navigation arrows.

Once you have downloaded and saved the appropriate template(s) open it to enter your data.

On the first sheet of the template entitled 'Control Panel', select your organisation and period. The period relates to when your FFT responses were received. Your first submission in February should contain January's data so select Jan_2015 as the period. If your organisation is not in the list to select then email the helpdesk at:

england.friendsandfamilytest@nhs.net



The number of unique patients accessing services during the month should be added to the box on the top left of the spreadsheet, while information regarding the mode of response should be entered to the right of this.

The screenshot shows a Microsoft Excel spreadsheet titled 'Microsoft Excel - FFT_MH v1.0 [Compatibility Mode]'. The spreadsheet content is as follows:

Row 1: Column C is highlighted in yellow.

Row 2: **Organisation** FFWP Barnet, Enfield and Haringey Mental Health NHS Trust

Row 3: **Period:** Jan_2015

Row 4: NHS Friends and Family Test

Row 5: Mental Health

Row 6: Number of Unique Patients Accessing Services During the Month

Row 7: 333

Row 8: Number of responses received via each mode of collection

SMS/ Text/ Smartphone app	Electronic tablet/ kiosk	Paper survey at work	Paper survey sent to home	Telephone survey	Online survey	Other	
5	0	70	80	90	100	0	345

Reponses for each category of service your organisation provides should be input in the table below. Leave blank any rows where your organisation does not offer that category of service.

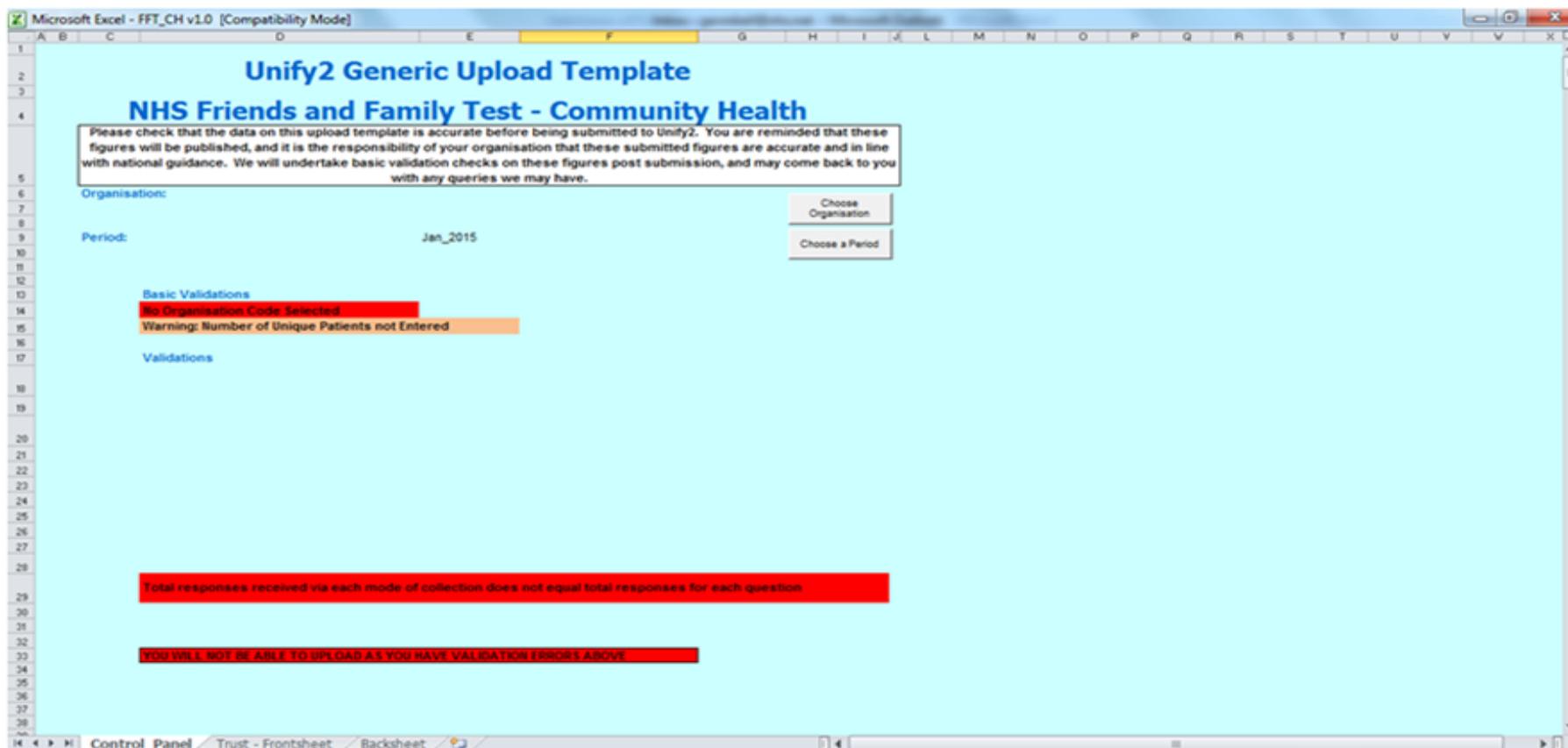
		Total responses in each category for Mental Health						Total
		1 - Extremely Likely	2 - Likely	3 - Neither likely nor unlikely	4 - Unlikely	5 - Extremely unlikely	6 - Don't Know	
Submit values for each of the categories provided by your trust, ensuring to leave the remainder blank	Primary Care	100	90	80	70	60	50	450
	Secondary Care Community Services	40	30	20	10	5	0	105
	Acute Services							0
	Specialist Services	95	95	75	65	55	45	420
	Secure & Forensic Services							0
	Child & Adolescent Mental Health Services	25	25	15	5	0	0	80
	Mental Health Other							0
	Total		270	230	190	150	120	95

Categories of service available for Mental Health

		Total responses in each category for Community Health						Total
		1 - Extremely Likely	2 - Likely	3 - Neither Likely nor unlikely	4 - Unlikely	5 - Extremely unlikely	6 - Don't Know	
Submit values for each of the categories provided by your trust, ensuring to leave the remainder blank	Community Inpatient Services							0
	Community Nursing Services							0
	Rehabilitation & Therapy Services							0
	Specialist Services							0
	Children & Family Services							0
	Community Healthcare Other							0
	Total		0	0	0	0	0	0

Categories of service available for Community

The spreadsheet contains some basic validation checks. If the data you enter fails any of these checks the spreadsheet will flag the issue, either on the 'Control Panel', the 'Trust – Frontsheet' or both. Until the validations are corrected you will not be able to upload the template to UNIFY2.



Example of validation errors on the Control Panel

Microsoft Excel - FFT_CH v1.0 [Compatibility Mode]

Organisation: NHS Friends and Family Test
Community Health
Period: Jan_2015

Number of Unique Patients Accessing Services During the Month	Warning: Number of Unique Patients Not Entered	Number of responses received via each mode of collection						
		SMS/ Text/ Smartphone app	Electronic tablet/ kiosk	Paper survey at work	Paper survey sent to home	Telephone survey	Online survey	Other
								0

Warning: No responses entered

Total responses in each category for Community Health							Total
1 - Extremely Likely	2 - Likely	3 - Neither likely nor unlikely	4 - Unlikely	5 - Extremely unlikely	6 - Don't know		
Submit values for each of the categories provided by your trust, ensuring to leave the remainder blank	Community Inpatient Services						0
	Community Nursing Services						0
	Rehabilitation & Therapy Services						0
	Specialist Services						0
	Children & Family Services						0
	Community Healthcare						0
	Other						0
	Total	0	0	0	0	0	0

Control Panel Trust - Frontsheet Backsheet

Example of validation errors on the Trust - Frontsheet

When you have completed and saved the template, you need to upload it into UNIFY2. To submit the template for the period you should select the 'Data collection & management' link from the top of the UNIFY2 homepage.

The screenshot shows the Unify2 homepage with the following elements:

- Header:** Department of Health logo and 'Unify2' branding. Navigation links: Contact Us, Help, Sign Out.
- Sub-header:** Knowledge & Intelligence. User status: You are signed in as gbell2 as DEPARTMENT OF HEALTH.
- Navigation Menu:** Data collection & management (circled in red), Glossary, Report Library, Extraction Viewer, Extraction Admin, View Manage, Data & system maintenance.
- Notifications:**
 - There are 2 new user requests awaiting processing.
 - There is 1 forgotten password request awaiting processing.
- Right Side:** You last logged in on 17/10/2014 11:34:14.
- Main Content Area:**
 - Data Links:** Collections Timetable, Contact Us, NHS England Statistics Site, Omnibus System, Revisions Process, Unify2 Upload Templates.
 - System Links:** All Data Collections, Forum, Request a Unify account, View links.
 - Welcome:** Welcome to Unify2, the system for sharing and reporting NHS performance information.
 - CAN'T SIGN IN?** If you do not have a Unify2 account, please complete the online request form using the link on the left.
 - If you do have a Unify2 account but have forgotten your password, please use the forgotten password link on the sign in page. Please note that NHS accounts are managed by User Managers within organisations. If you are not aware who they are, use the "Contact Us" link above to find the appropriate contact for your account.
 - NEED HELP?** If you require help in using Unify2, please visit the help section by clicking the "Help" link at the top right corner of the page.
 - News:**
 - Maternity, Breastfeeding & Child Immunisation 2014/15 Q2 Collections Open [16/10/2014 19:33:55] [Templates & Information](#)
 - Daily Sitreps 2014-15 [16/10/2014 15:22:30] [Click here for details](#)
 - Monthly Activity Report - August 2014 now available [14/10/2014 17:05:48] [Click here for library](#)
 - Revised upload template for new collection of RTT additional activity plans - 01/10/2014 [30/09/2014 13:50:46] [Click here for details](#)
 - Weekly HDU/ICU Flu Return for 2014/15 [30/09/2014 10:44:47] [Click here for details](#)
 - QMCO (Cancelled Elective Operations) changed to a Non-DCT collection [25/09/2014 10:14:43]

On the subsequent screen you are automatically taken to the 'DCT Home Page', but to access the required screen, select 'NON DCT Home Page'.



Collections will only appear where a user/organisation has been added to the group for that collection or if the cut-off date hasn't passed.

There are a number of tables that may appear on a 'Non DCT Home Page'. These include:

Overdue Returns: All the collections where the Due Date has been reached

Current Returns: All the collections where the Due Date has not been reached.

(Please note that the title of this table does not appear on the page, but they are all grouped together below overdue returns).

Single Returns: All the Non Parent/Parent Sign Off Collections

Provider / Commissioner Returns: All the Prov/Com Collections

Provider / Provider Returns: All the Prov/Prov Collections

Returns Requiring Sign Off: All the Parent Sign Off Collections available without impersonation.

Example of the Tables visible on the home page

① Overdue Returns
Single Returns

A * before the Due Date indicates that this is the due date back to DH.

Reference	Title	Due Date	Period	Status	Upload Spreadsheet
NStf_Fil	Nursing staff fill rate	* 15 Oct 2014	September 2014		<input type="button" value="Upload"/>
RTT_Act2	RTT Activity Plans	* 03 Oct 2014	W/E 28/09/2014		<input type="button" value="Upload"/>
W_ICUHDU	Weekly ICU/HDU Flu Surveillance	* 08 Oct 2014	W/E 05/10/2014		<input type="button" value="Upload"/>
W_ICUHDU	Weekly ICU/HDU Flu Surveillance	* 15 Oct 2014	W/E 12/10/2014		<input type="button" value="Upload"/>

1

② Single Returns

A * before the Due Date indicates that this is the due date back to DH.

Reference	Title	Due Date	Period	Status	Upload Spreadsheet
QMCO_v2	Cancelled Operations	* 24 Oct 2014	Ending September 2014		<input type="button" value="Upload"/>
KH03_v2	Bed Availability and Occupancy	* 31 Oct 2014	Ending September 2014		<input type="button" value="Upload"/>
FFT_STF	Friends and Family Test - Staff	* 31 Oct 2014	Ending September 2014		<input type="button" value="Upload"/>
MAT_RISK	Maternity Risk Assessment	* 21 Nov 2014	Ending September 2014		<input type="button" value="Upload"/>
Dementia	Dementia	* 28 Oct 2014	September 2014		<input type="button" value="Upload"/>
VTE	VTE Risk Assessment	* 28 Oct 2014	September 2014		<input type="button" value="Upload"/>
W_ICUHDU	Weekly ICU/HDU Flu Surveillance	* 22 Oct 2014	W/E 19/10/2014		<input type="button" value="Upload"/>

1

③ Provider / Commissioner Returns

A * before the Due Date indicates that this is the due date back to DH.

Reference	Title	Due Date	Period	Status	Upload Spreadsheet
QAR	Quarterly Activity Return	04 Nov 2014	Ending September 2014		<input type="button" value="Upload"/>
MAR	Monthly Activity Return	22 Oct 2014	September 2014		<input type="button" value="Upload"/>

1

Once you have found your collection click on the 'Upload' button.

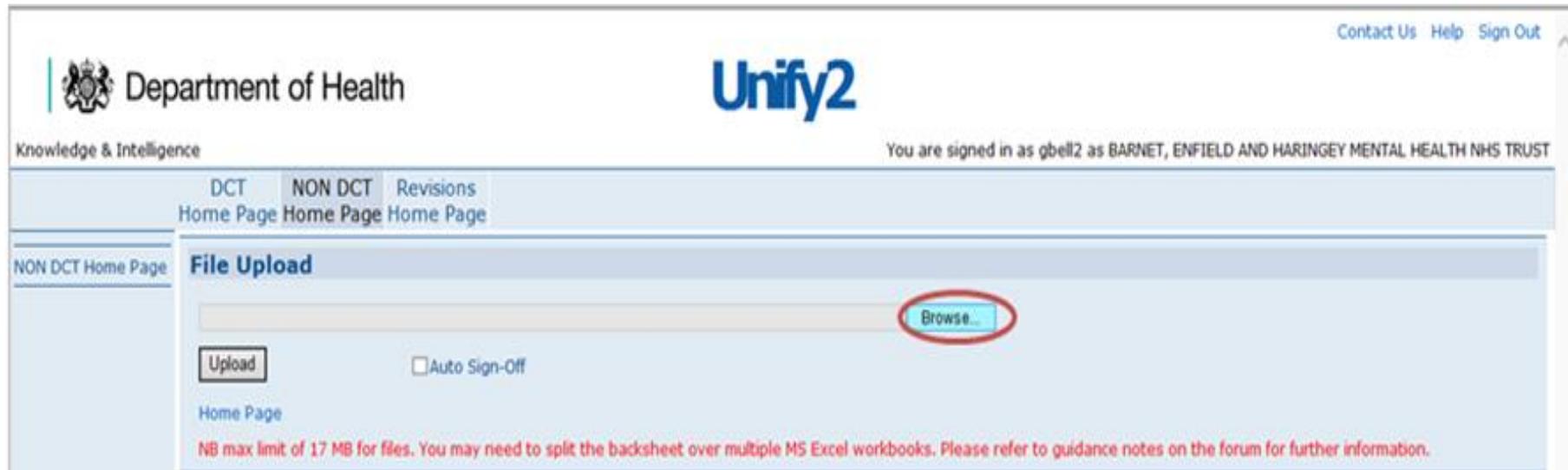
 **Single Returns**

A * before the Due Date indicates that this is the due date back to DH.

<u>Reference</u>	<u>Title</u>		<u>Due Date</u>	<u>Period</u>	<u>Status</u>	<u>Upload Spreadsheet</u>
QMCO_v2	Cancelled Operations	*	24 Feb 2015	Ending January 2015	●	<input type="button" value="Upload"/>
KH03_v2	Bed Availability and Occupancy	*	24 Feb 2015	Ending January 2015	●	<input type="button" value="Upload"/>
FFT_STF	Friends and Family Test - Staff	*	24 Feb 2015	Ending January 2015	●	<input type="button" value="Upload"/>
FFT_MH	FFT - Mental Health	*	24 Feb 2015	Ending January 2015	●	<input type="button" value="Upload"/>
Dementia	Dementia	*	20 Mar 2015	January 2015	●	<input type="button" value="Upload"/>
VTE	VTE Risk Assessment	*	27 Feb 2015	January 2015	●	<input type="button" value="Upload"/>
W_ICUHDU	Weekly ICU/HDU Flu Surveillance	*	20 Feb 2015	W/E 15/02/2015	●	<input type="button" value="Upload"/>

1

The File Upload Page will appear. Click on '**Browse**' and follow the dialogue boxes to select the file to upload.



Department of Health

Unify2

Contact Us Help Sign Out

Knowledge & Intelligence

You are signed in as gbell2 as BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST

DCT Home Page NON DCT Home Page Revisions Home Page

NON DCT Home Page

File Upload

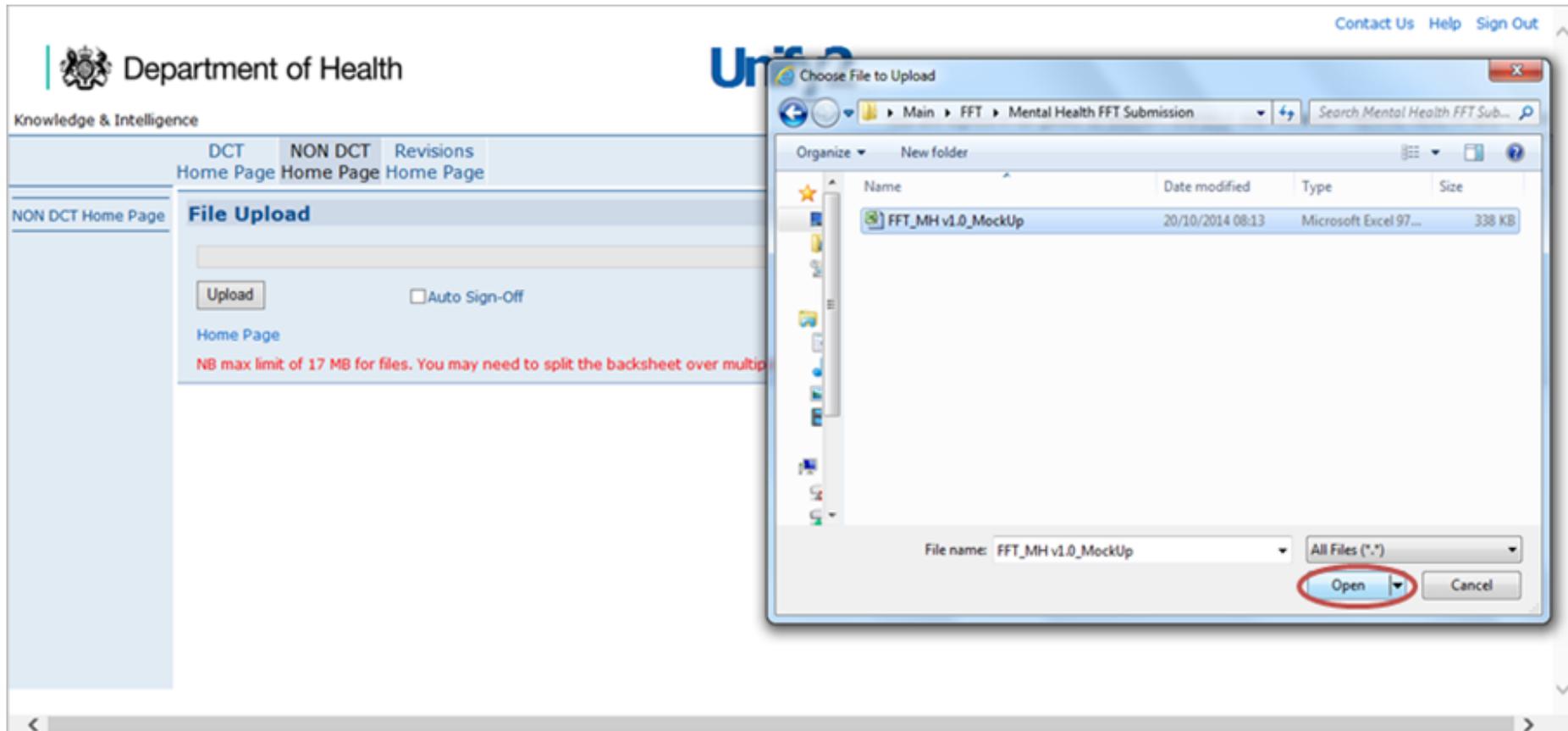
Browse...

Upload Auto Sign-Off

Home Page

NB max limit of 17 MB for files. You may need to split the backsheet over multiple MS Excel workbooks. Please refer to guidance notes on the forum for further information.

Select the relevant workbook file to upload and click 'Open'.



You can automatically sign-off your upload by checking the Auto Signoff box when selecting the upload file.

The screenshot shows the Unify2 web interface. At the top left is the Department of Health logo and the text 'Department of Health'. To the right is the 'Unify2' logo. In the top right corner, there are links for 'Contact Us', 'Help', and 'Sign Out'. Below the logo area, it says 'Knowledge & Intelligence' on the left and 'You are signed in as gbell2 as BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST' on the right. A navigation bar contains three tabs: 'DCT Home Page', 'NON DCT Home Page', and 'Revisions Home Page'. The 'NON DCT Home Page' tab is selected. The main content area is titled 'File Upload'. It features a text input field containing the file path 'C:\Local\Data\Main\FFT\Mental Health FFT Submission\FFT_MH v1.0_MockUp.xls' and a 'Browse...' button. Below the input field is an 'Upload' button and a checked checkbox labeled 'Auto Sign-Off', which is circled in red. At the bottom of the upload area, there is a red warning message: 'NB max limit of 17 MB for files. You may need to split the backsheet over multiple MS Excel workbooks. Please refer to guidance notes on the forum for further information.'

The auto sign-off will only allow you to automatically sign-off data if validations are not compromised. If they are then the data will be uploaded, but the return will not be signed off and validations will have to be resolved and the template re-uploaded.

Finally, click '**Upload**' to upload the file into the system.



Contact Us Help Sign Out

Department of Health Unify2

Knowledge & Intelligence You are signed in as gbell2 as BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST

DCT NON DCT Revisions
Home Page Home Page Home Page

NON DCT Home Page

File Upload

C:\Local\Data\Main\FFT\Mental Health FFT Submission\FFT_MH v1.0_MockUp.xls Browse...

Upload Auto Sign-Off

Home Page

NB max limit of 17 MB for files. You may need to split the backsheet over multiple MS Excel workbooks. Please refer to guidance notes on the forum for further information.