NHS England

Guidance on the submission of acute Friends and Family Test data

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Document Status

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Guidance on the submission of acute Friends and Family Test data

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The Friends and Family Test is currently being assessed by the Burden Advice and Assessment Service: ROCR/OR/2159/004MAN.

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; and

- given regard to the need to reduce inequalities between patients in access to, and outcomes from healthcare services and to ensure services are provided in an integrated way where this might reduce health inequalities.

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1 Summary

This guidance sets out the process for the central submission of Friends and Family Test (FFT) data through the UNIFY2 system. This guidance is for all providers of NHS funded acute services.

It includes the process of submitting FFT data for:

- Inpatients (including daycases);
- Accident and Emergency (including walk-in-centres and minor-injury-units);
- Maternity; and
- Outpatients.

This guidance should be read alongside the new, updated FFT implementation guidance http://www.england.nhs.uk/wp-content/uploads/2014/07/fft-imp-guid-14.pdf published by NHS England in July 2014.

The FFT implementation guidance was updated by NHS England for two primary reasons:

1. to refresh the existing guidance for the FFT in acute inpatients, A&E and maternity services, based on learning from the first year of the FFT, the recommendations from the FFT review, and findings from our early adopters and pathfinders; and
2. to include new areas of care, such as outpatients, that are required to introduce the FFT in April 2015.

From April 2015, all patient groups (including children and young people) accessing each of the NHS-funded services covered by the implementation guidance, should be included in the FFT as per the section on making the FFT inclusive.

2 Timelines

Providers of NHS funded acute services are required to implement the FFT in the new areas of care by 1 April 2015.

The first submission of data for all organisations (including early implementers) will take place in May 2015, relating to the FFT feedback received in the month of April 2015.

Organisations can submit their data from the first working day of the month following the data collection. The deadline for submissions is the **ninth working day** (inclusive) of the month, following the data collection period.

Dates for the first three months of 2015/16 are shown in the table below. Dates for the whole of 2015/16 are shown in **Annex 1**.

FFT feedback month	Submissions open (first working day of the month)	Submission closure (ninth working day of the month)
April 2015	01 May 2015	14 May 2015
May 2015	01 June 2015	11 June 2015
June 2015	01 July 2015	13 July 2015

3 Data submission requirements

Organisations are required to submit data to NHS England on a monthly basis.

For each area of service, organisations must submit:

- the total number of responses in each response category (e.g. extremely likely);
- the total number of responses for each collection method;
- the total number of people eligible to respond (for inpatients, A&E, and maternity question 2 only);

Responses to any additional questions offered via the FFT locally (such as demographic questions), must not be submitted to NHS England.

Free text responses must not be submitted.

4 Data submission process

4.1 Where do I submit FFT data?

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. UNIFY2 is used to submit the existing FFT data[1].

4.2 How do I access UNIFY2?

Existing users should be able to use their current username and password to access the system: http://nww.UNIFY2.dh.nhs.uk/unify/interface/homepage.aspx.

New users will need to apply for a username and password. To access the UNIFY2 system users need an N3 connection: http://nww.UNIFY2.dh.nhs.uk/unify/AccessSecurity/Management/AccountRequest.aspx.

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

[1] UNIFY2 can only be accessed by providers and is not available to suppliers.

http://www.n3.nhs.uk/CustomerInformation/HowdoI/OrderanN3Service.cfm.

4.3 How do I submit FFT data?

FFT data must be uploaded to NHS England via UNIFY2 using the Excel spreadsheets (templates) provided.

Organisations are required to make separate submissions for each of the services they provide, using the appropriate UNIFY2 template. Further details are provided in Annex's 2 – 5.

4.3 What do the templates look like?

NHS England has revised the original data collection templates for the inpatients and A&E FFT (to include daycases, walk-in-centres and minor-injury-units). The template for the maternity FFT has not changed. A new template has been developed for the outpatients FFT.

Screen shots of all the templates are provided in Annex's 2-5. Separate templates are provided for:

- Inpatients and daycases (Annex 2)
- Accident and Emergency, walk-in-centres and minor-injury-units (Annex 3)
- Maternity (Annex 4)
- Outpatients (Annex 5)

All templates will be available on UNIFY2 in April 2015.

4.4 Will the option to revise historical data still be available in acute settings?

From April 2015, users will not be permitted to revise historic data. The data collection templates will still contain validation checks and the returns will still include a validation window to pick up any potential issues.

The rationale for removing this option relates to the returns for FFT largely being mature, but also one of central resourcing. Due the volume of data being returned for all FFT settings, it is not feasible to revise all these returns.

4.5 How does 'making the FFT inclusive' change the returns?

All patient groups accessing acute services (including children and young people) should be included in the returns as per the guidance on making the FFT Inclusive: http://www.england.nhs.uk/wp-content/uploads/2014/07/fft-imp-guid-14.pdf.

The additional FFT data should be submitted for the first time in May 2015, for data collected during April 2015. There is no requirement to separate the data for these patients; it should simply be included in the existing return.

4.6 What will happen after I submit the data?

NHS England will undertake basic validation of the data to highlight any anomalies, which will be followed up with respective organisations. This may result in an organisation being required to resubmit the data. Once the data is published by NHS England there will be no facility available to revise the data. Organisations are therefore advised to take extreme care when submitting their data.

5 Inpatients and Daycases

5.1 Changes to the data submission process

The requirements for implementing the FFT in acute inpatient services will change from 1 April 2015.

From 1 April 2015, the inpatient FFT should include all patient groups accessing acute services (including the addition of children and young people) and those accessing acute daycase services.

5.2 When do I submit inpatient and daycase FFT data?

Inpatient FFT data should continue to be submitted to NHS England on a monthly basis.

FFT data for daycase patients and for children and young people should be submitted to NHS England on a monthly basis from May 2015 (for data relating to April 2015).

5.3 How do I submit inpatient and daycase FFT data?

The data should be submitted via UNIFY2 on the template provided. See Annex 2 for further details.

5.4 What breakdown is required for inpatient data?

Inpatient FFT data should be broken down and submitted at ward level, with each ward allocated up to two speciality codes. At least one speciality code per ward must be entered for the submission to be accepted (the exception to this is for ‘daycases’ reported as a dummy ward).

From May 2015 (for data relating to April 2015), daycase FFT data should be included within the ward count where applicable or presented as a dummy ward labelled ‘daycases’ where the patient doesn’t spend any time on a ward. A dummy ward should be submitted for each site where applicable. Where a dummy ward for ‘daycases’ is submitted, no specialty will be expected.

There is no requirement to separate out the FFT data for children and young people.

5.5 Do I need to submit eligible population data for inpatients and how is this affected by the inclusion of daycases?

Eligible population data should continue to be submitted to NHS England on a monthly basis.

The eligible population for inpatients should include any person discharged home or to another organisation (i.e. such as a community hospital) following admittance as an acute inpatient.

From May 2015 onwards (for data relating to April 2015), the eligible population should also include the number of discharges where the patient was admitted as a daycase.

6 Accident and Emergency, Walk-in-Centres and Minor-injury-Units

6.1 Changes to the data submission process

The requirements for implementing the FFT in accident and emergency departments will change from 1 April 2015.

From 1 April 2015, the A&E FFT should include all patient groups accessing Type 1 and 2 A&E services and Type 3 walk-in-centres and minor-injury-units (including the addition of children and young people).

6.2 When do I submit Accident and Emergency, Walk-in-Centre and Minor-injury-Unit FFT data?

A&E FFT data should continue to be submitted to NHS England on a monthly basis.

FFT data for walk-in-centres, minor-injury-units and for children and young people should be submitted to NHS England on a monthly basis from May 2015 (for data relating to April 2015).

Community providers should submit FFT data for walk-in-centres and minor-injury-units in their separate community return.

6.3 How do I submit A&E, WiC, MIU FFT data?

The data should be submitted via UNIFY2 on the template provided. See Annex 3 for further details.

6.4 What breakdown is required for A&E data?

A&E data should be broken down and submitted at hospital site level.

From May 2015 (for data relating to April 2015) walk-in-centres and minor-injury-unit FFT data should be submitted as a combined dummy site labelled “WiC/MIU”.

There is no requirement to separate out the FFT data for children and young people.

6.5 Do I need to submit eligible population data for A&E and how is this affected by the inclusion of walk-in-centres and minor-injury-units?

Eligible population data should continue to be submitted to NHS England on a monthly basis.

The eligible population for A&E should include any person discharged home or to another organisation (i.e. such as community hospitals) following attendance at A&E.

From May 2015 onwards (for data relating to April 2015), the eligible population should also include the number of WiC and MIU discharges.

7 Maternity

7.1 Changes to the data submission process

There are no changes to the maternity FFT data submission process.

7.2 When do I submit maternity FFT data?

Maternity FFT data should continue to be submitted to NHS England on a monthly basis.

7.3 How do I submit maternity FFT data?

The data should be submitted via UNIFY2 on the template provided. See Annex 4 for further details.

7.4 What breakdown is required for maternity data?

For question 1 (antenatal care), question 2 (care at birth) and question 3 (care on a postnatal ward), FFT data should be broken down and submitted at hospital site level.

For question 4 (postnatal community care), the FFT data should be submitted at trust level only.

7.5 Do I need to submit eligible population data for maternity?

Eligible population data for question 2 (care at birth) should continue to be submitted to NHS England on a monthly basis. The eligible population for question 2 is the number of live births in the given period.

The requirement to submit eligible population data for questions 1, 3 and 4 was removed from the updated FFT guidance, published in July 2014.

8 Outpatients

8.1 Data submission process

From 1 April 2015, all patients accessing acute outpatient services should have the opportunity to provide feedback on the services they have received via the FFT.

The outpatient FFT data will be a separate return from the three existing acute FFT returns (inpatient, A&E and maternity).

8.2 When do I submit outpatient FFT data?

Outpatient FFT data should be submitted to NHS England on a monthly basis from May 2015 (for data relating to April 2015).

8.3 How do I submit outpatient FFT data?

The data should be submitted via UNIFY2 on the template provided. See Annex 5 for further details.

8.4 What breakdown is required for outpatient data?

There is no requirement to breakdown the outpatient FFT data. The data should be submitted at trust level only.

There is no requirement to separate out the FFT data for children and young people.

8.5 Do I need to submit eligible population data for outpatients?

There is no requirement to submit eligible population data for outpatients.

NHS England will publish the number of outpatient attendances for each organisation alongside the FFT results, to give users of the data a broad indication of the levels of participation in each organisation. This is no target response rate for outpatients, as in the other acute settings.

Outpatient attendance data will be taken from the NHS England Quarterly Activity Return (QAR). Data from the QAR was chosen following discussions with the NHS England data submission and reporting workstream group, with the aim of providing an informative measure whilst trying to minimise the burden on providers submitting the data.

NHS England will present a monthly average of the QAR for each organisation submitting FFT outpatient data.

9 Publication of FFT data

9.1 When will the data be published?

NHS England will publish the data on the NHS England statistical pages, the month following the data submission: http://www.england.nhs.uk/statistics/statistical-work-areas/friends-and-family-test/friends-and-family-test-data/.

At the same time, the data will be published on NHS choices: www.nhs.uk.

The publication date will be announced on the NHS England website no later than four weeks in advance.

Organisational-level FFT results are not embargoed until the national publication. NHS England encourages providers to publish and share their findings locally as soon as the data is available.

10 Frequently Asked Questions

10.1 Where should I submit data for patients who attend or receive treatment on a medical assessment unit/surgical assessment unit?

Organisations should consider their own local arrangements for dealing with these patients as these units can differ in nature between trusts. So some trusts may deem it appropriate to submit the data as part of the A&E return, whilst others may see it as part of another return, such as inpatients or outpatients.

10.2 Where should I submit data for patients who attend or receive treatment at an Urgent Care Centre?

Acute providers should submit their FFT data for Urgent Care Centres as part of their A&E (WiC/MIU) return. Community providers should submit their data as part of their community return, under "community other".

10.3 Is there an agreed definition of a daycase patient and an outpatient? How do I ensure the data is submitted as part of the correct return?

For the purposes of the FFT we have avoided using a rigid definition of outpatients and daycases. This was a result of feedback from stakeholders and also to allow some flexibility at a local level.

Our guiding principle is that if a patient is admitted to a daycase unit/ward, they should be included in the submission for inpatients/daycases and if they attend an outpatient department, they should be included in the submission for outpatients.

However, we do allow some local flexibility. For example, if a daycase patient is a "regular attender" and/or if they are treated without being discharged, the data may be submitted as part of the outpatient return, as these patients are the most similar in nature to outpatients. If this presents significant issues for any provider due to the nature of how they operate, they can submit the data as part of the inpatient return as an alternative.

10.4 What types of walk-in-centres are included in the FFT and where should the data be submitted?

All Type 3 services should be included in the FFT and the data should be submitted with the A&E (WiC/MIU) return?

10.5 We have a walk-in-centre that is not Type 3 – where should this data be submitted?

The FFT data for non-Type 3 walk-in-centres may be submitted as part of the outpatient return, as these patients are the most similar in nature to outpatients. If this presents significant issues for any provider due to the nature of how they operate, they can be submit the data as part of the inpatient or A&E return as an alternative.

10.6 Do I need to separate out the FFT responses for children and young people, or for parents/carers completing the FFT for a child or neonate?

There is no requirement to separate out the data for the feedback received from children and young people, or for parents/carers completing the FFT for a child or neonate. The data should simply be included in the relevant return.

10.7 Do I need to separate out the eligible population data for children and young people, or for parents/carers completing the FFT for a child or neonate?

There is no requirement to separate out the eligible population data for children and young people, or for parents/carers completing the FFT for a child or neonate. The data should simply be included in the relevant return.

10.8 For the maternity FFT, do I need to exclude women who have suffered a miscarriage, stillbirth or neonatal death from the question 2 eligible population?

Women who have suffered a miscarriage, stillbirth or neonatal death should not be offered the standard FFT question as a matter of course. These women should therefore be excluded from the eligible population at question 2.

However, if a woman requests to complete the FFT following a miscarriage, stillbirth or neonatal death, they should be permitted to provide their feedback. In this situation, if a woman completes question 2, their data should be included in the eligible population at question 2.

For additional FAQs regarding the implementation of the FFT in these settings, please see: http://www.england.nhs.uk/wp-content/uploads/2014/07/fft-imp-guid-faqs-14.pdf

Annex 1 – Submission deadlines for 2015/16

Organisations will be able to submit their data from the first working day of the month following the month of the data collection. The deadline for submissions is the **ninth working day** (inclusive) of the month, following the data collection period.

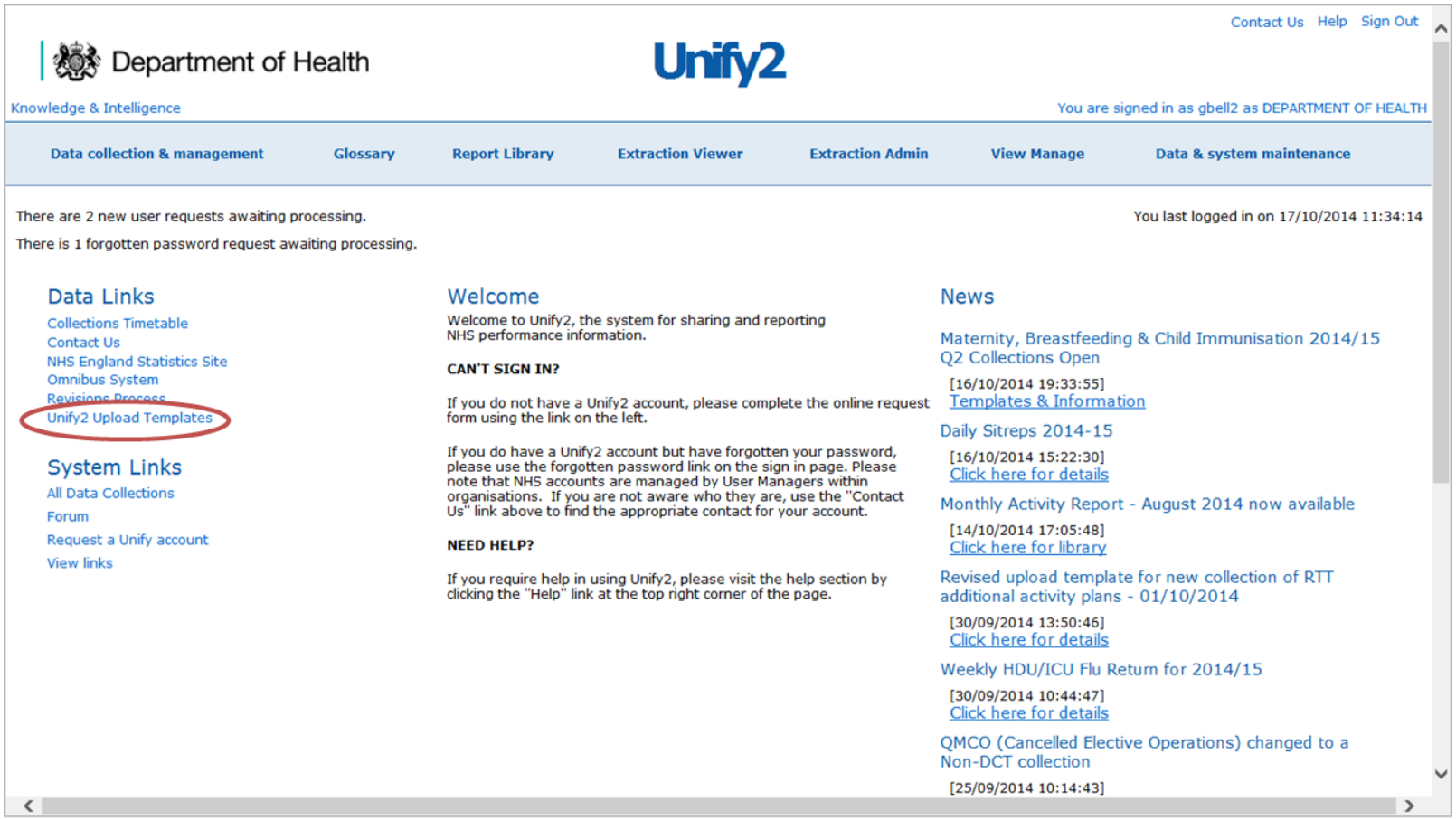
Dates for the first year are shown in the table below.

FFT feedback month	Submissions open (first working day of the month)	Submission closure (ninth working day of the month)
Apr-15	01 May 2015	14 May 2015
May-15	01 June 2015	11 June 2015
Jun-15	01 July 2015	13 July 2015
Jul-15	03 August 2015	13 August 2015
Aug-15	01 September 2015	11 September 2015
Sep-15	01 October 2015	13 October 2015
Oct-15	02 November 2015	12 November 2015
Nov-15	01 December 2015	11 December 2015
Dec-15	04 January 2016	14 January 2016
Jan-16	01 February 2016	11 February 2016
Feb-16	01 March 2016	11 March 2016
Mar-16	01 April 2016	13 April 2016

Annex 2 – Submission process for inpatient and daycase data

Accessing UNIFY2
Use your login and password to access UNIFY2 at: http://nww.UNIFY2.dh.nhs.uk/unify/interface/homepage.aspx.

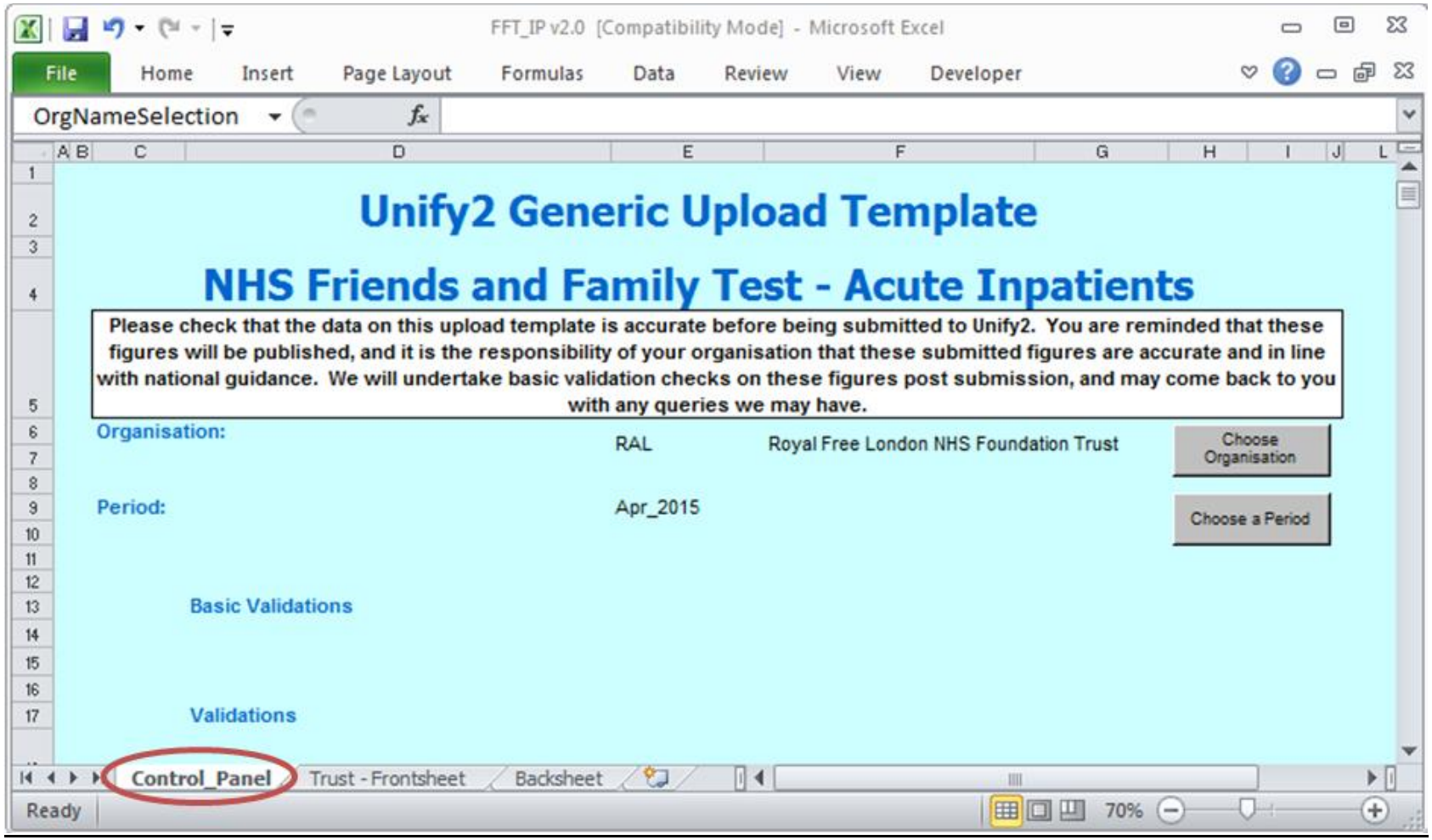
To access the latest template, click on the 'UNIFY2 Upload Template' link on the left hand side of the homepage. In April 2015 the updated template will be available in this list to download and save. It will be labelled 'FFT IP v2'.



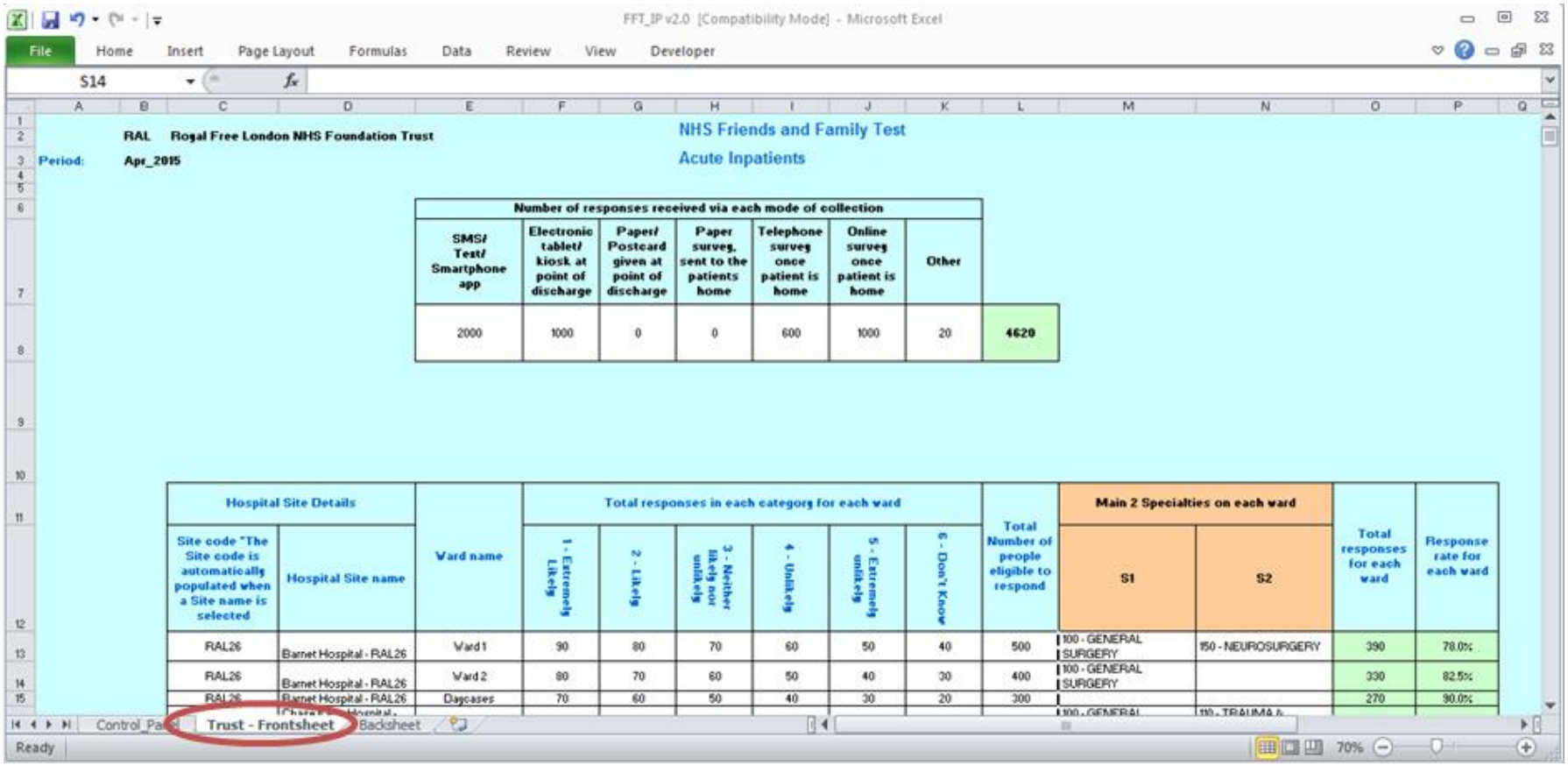
Once you have downloaded and saved the appropriate template(s) open it to enter your data.

UNIFY2 Upload Template

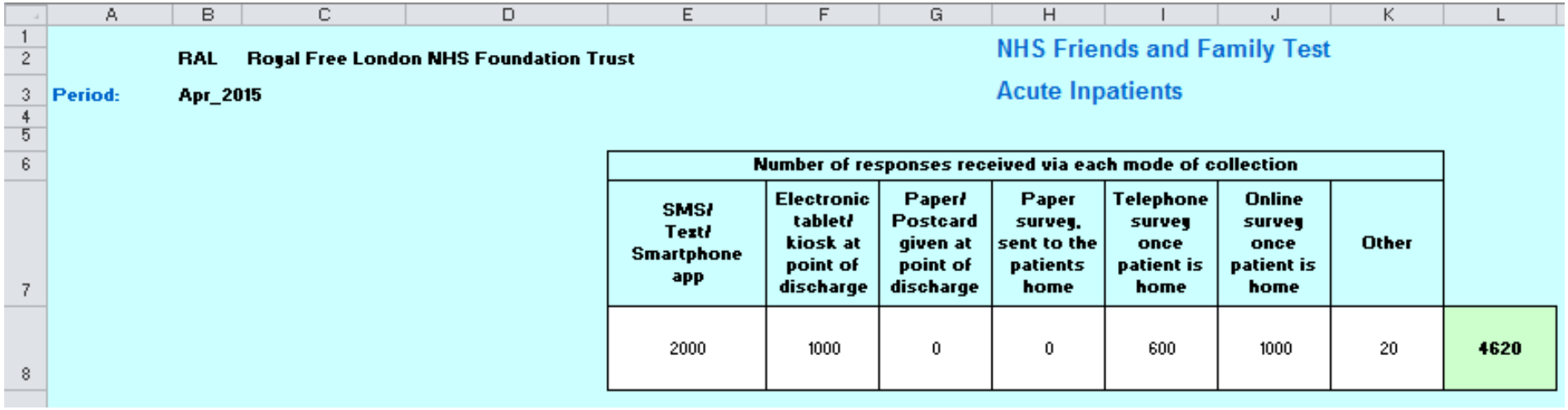
On the first sheet of the template entitled 'Control Panel', select your organisation and period. The period relates to when your FFT responses were received. Your first submission in May 2015 should contain April's data so select April_2015 as the period. If your organisation is not in the list to select then email the helpdesk at: england.friendsandfamilytest@nhs.net.



Next, go to the second sheet entitled ‘Trust – Frontsheet’ where the actual data can be entered.



The number of responses collected by each mode should be entered in the table at the top of the Trust – Frontsheet.



RAL Royal Free London NHS Foundation Trust

Period: Apr_2015

NHS Friends and Family Test

Acute Inpatients

Number of responses received via each mode of collection							
SMS/ Text/ Smartphone app	Electronic tablet/ kiosk at point of discharge	Paper/ Postcard given at point of discharge	Paper survey, sent to the patients home	Telephone survey once patient is home	Online survey once patient is home	Other	
2000	1000	0	0	600	1000	20	**4620**

Reponses for each ward should be input in the table as below. Once the ‘Organisation’ has been selected from the ‘Control Panel’, you will be able to select from a drop down list to populate Hospital Site names. The site code will automatically populate when you select a Hospital Site name. The ward name is a free-text field. Where ‘Daycases’ are to be entered as a dummy ward, users can type the first few characters of the word, and ‘Daycases’ should appear for the user to select. Users **MUST** ensure only one line of data is entered for each ward, and ‘Daycases’ is typed correctly.

Hospital Site Details		Ward name	Total responses in each categorg for each ward						Total Number of people eligible to respond	Main 2 Specialties on each ward		Total responses for each ward	Response rate for each ward
Site code *The Site code is automatically populated when a Site name is selected	Hospital Site name		1 - Extremely Likely	2 - Likely	3 - Neither likely nor unlikely	4 - Unlikely	5 - Extremely unlikely	6 - Don't Know		S1	S2		
RAL26	Barnet Hospital - RAL26	Ward 1	90	80	70	60	50	40	500	100 - GENERAL SURGERY	150 - NEUROSURGERY	390	78.0%
RAL26	Barnet Hospital - RAL26	Ward 2	80	70	60	50	40	30	400	100 - GENERAL SURGERY		330	82.5%
RAL26	Barnet Hospital - RAL24	Daycases	70	60	50	40	30	20	300			270	90.0%
RALC7	Chase Farm Hospital - RALC7	Ward A	150	140	130	120	110	100	1000	100 - GENERAL SURGERY	110 - TRAUMA & ORTHOPAEDICS	750	75.0%
RALC7	Edgware Community Hospital - RAL	Ward C	140	130	120	110	100	90	900	101 - UROLOGY		690	76.7%
RALC7	Finchley Memorial Hospital - RAL2	Ward D	130	120	110	100	90	80	800	130 - OPHTHALMOLOGY		630	78.8%
RALC7	Harperdon Memorial Hospital - RAL	Daycases	120	110	100	90	80	70	700			570	81.4%
	Mount Vernon Hospital - RALMV												
	Queen Mary's Hospital - RAL02												
	Royal Free Hospital - RAL01												
	RALC7												
	Chase Farm Hospital - RALC7												

Total responses for each ward rating ‘1-Extremely Likely’ to ‘6-Don’t Know’, can be entered in the middle of the table. To the right of this (expanded below), the eligible population for each ward or ’Daycases’ dummy ward needs to be entered. To the right of this the Main 2 Specialities for each ward can be entered using the drop down list. At least one speciality must be entered for each ward to allow the file to be uploaded, expect for ‘Daycases’ dummy wards where no speciality needs to be entered.

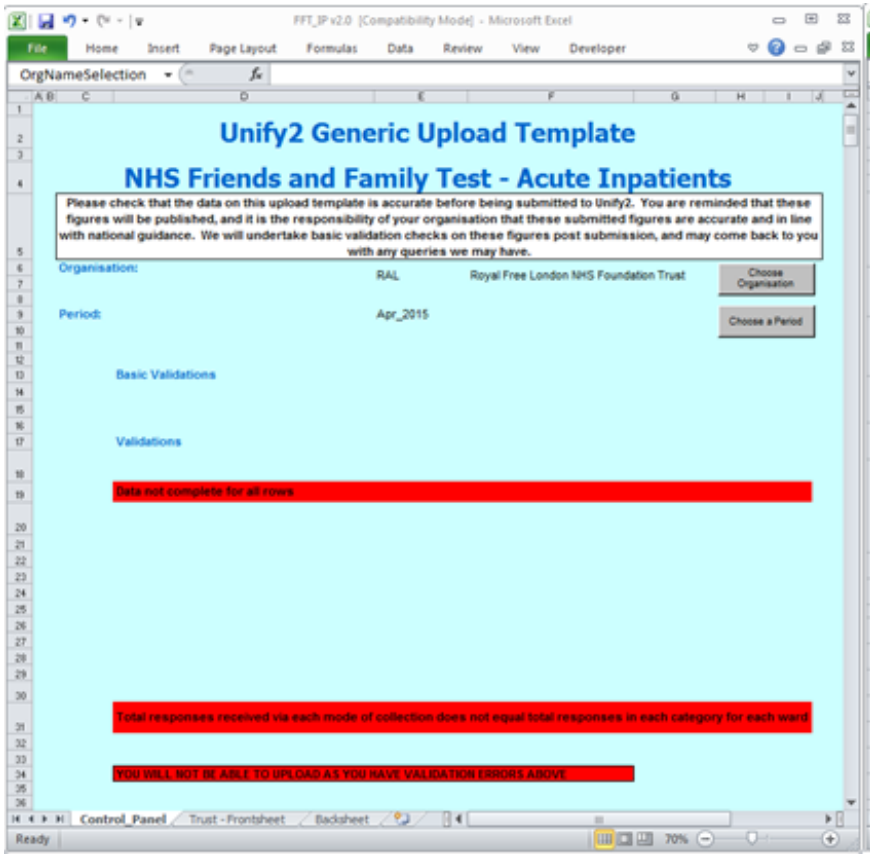
6 - Don't Know	Total Number of people eligible to respond	Main 2 Specialties on each ward		Total responses for each ward	Response rate for each ward
		S1	S2		
40	500	100 - GENERAL SURGERY	150 - NEUROSURGERY	390	78.0%
30	400	100 - GENERAL SURGERY		330	82.5%
20	300			270	90.0%
100	1000	100 - GENERAL SURGERY	110 - TRAUMA & ORTHOPAEDICS	750	75.0%
90	900			690	76.7%
80	800			630	78.8%
70	700			570	81.4%
40	500	100 - GENERAL SURGERY	150 - NEUROSURGERY	390	78.0%
30	400	120 - ENT		330	82.5%

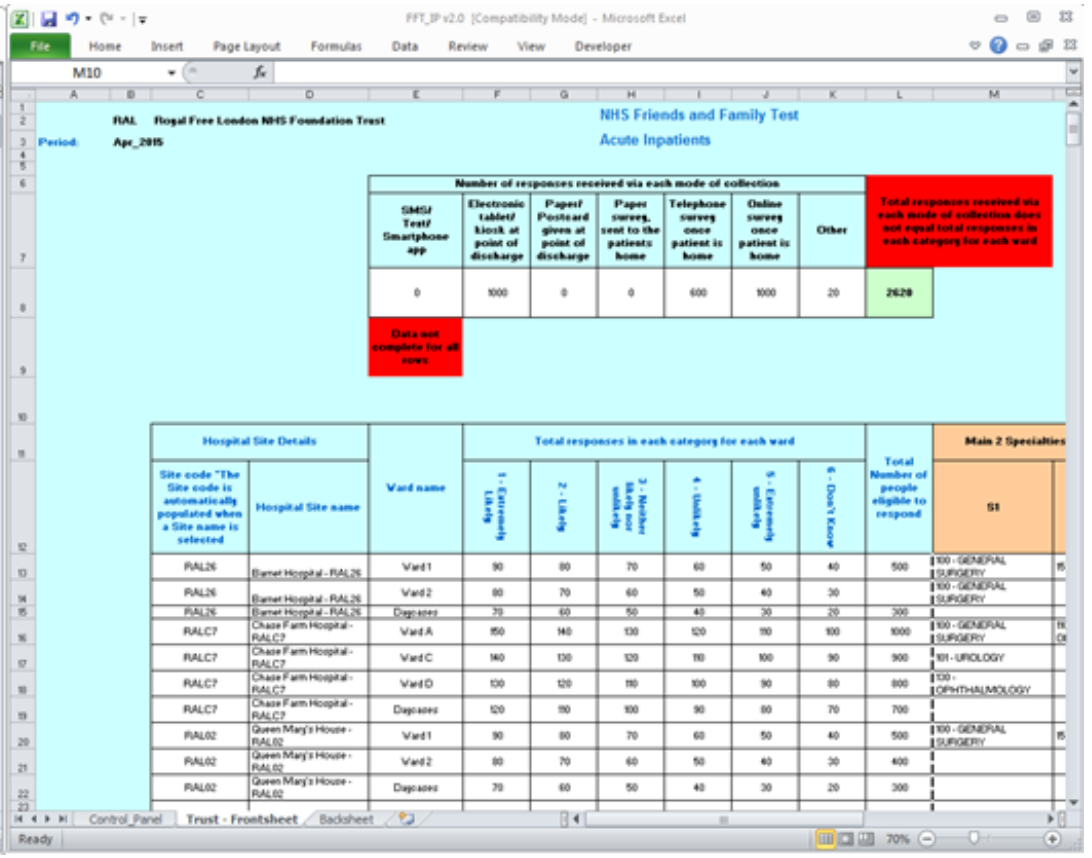
100 - GENERAL SURGERY
101 - UROLOGY
110 - TRAUMA & ORTHOPAEDICS
120 - ENT
130 - OPHTHALMOLOGY
140 - ORAL SURGERY
141 - RESTORATIVE DENTISTRY
142 - PAEDIATRIC DENTISTRY

Validation Checks

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.

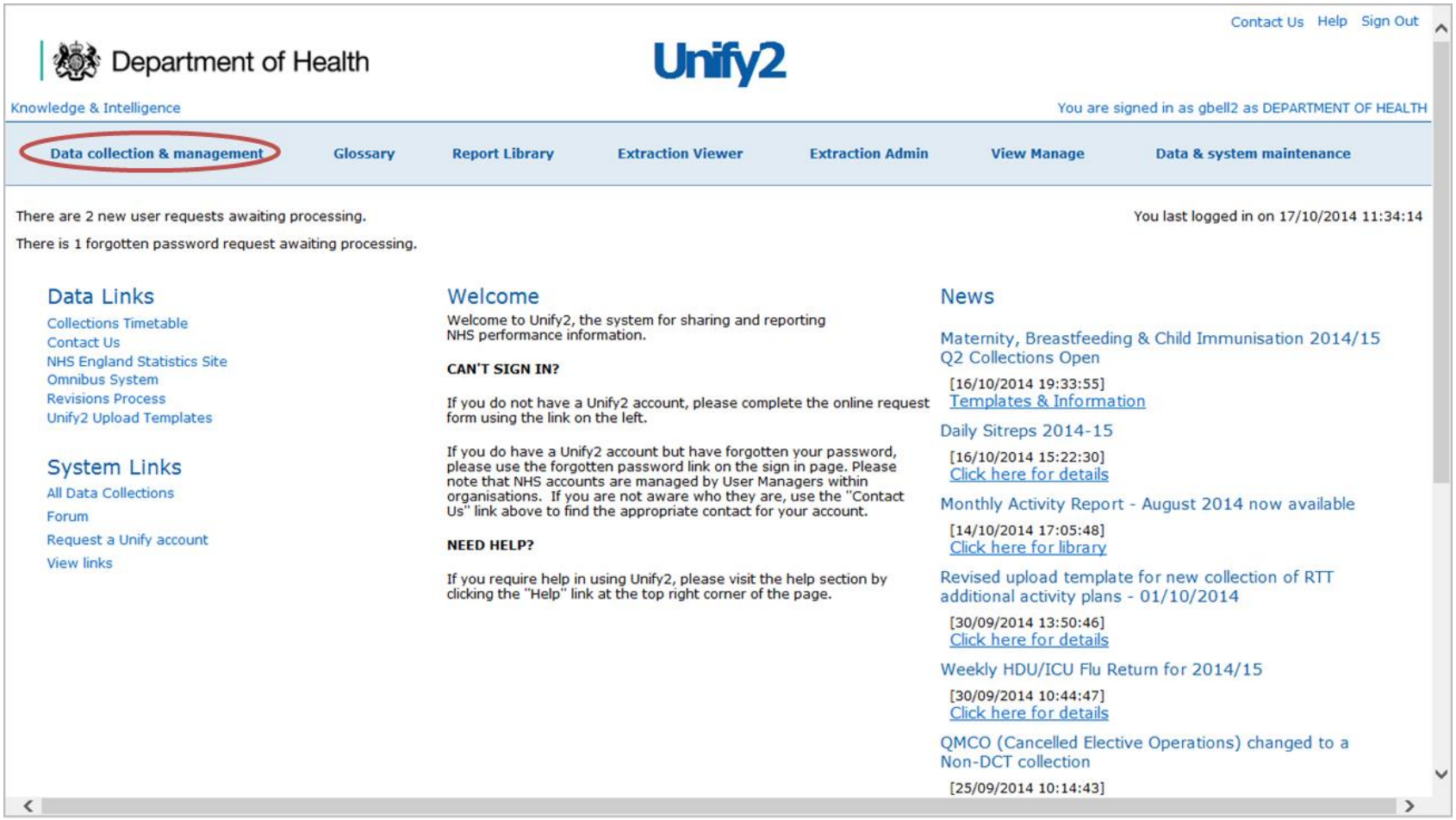
Example of validation errors on the Control Panel and Trust – Frontsheet





Uploading to UNIFY2

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.

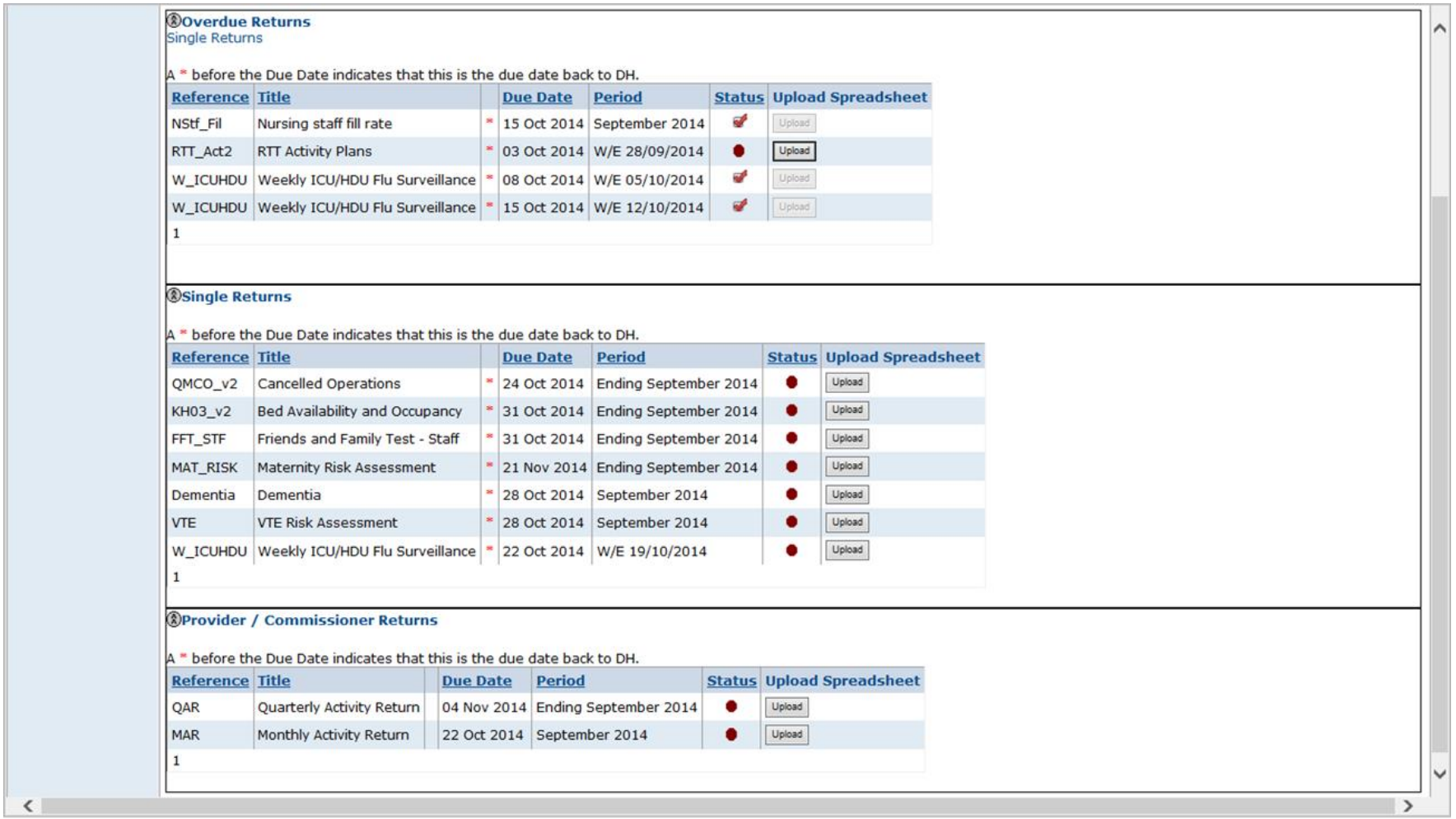


On the subsequent screen you are automatically taken to the ‘DCT Home Page’, but to access the required screen, select ‘NON DCT Home Page’.

Collections will only appear where a user/organisation has been added to the group for that collection and 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:



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	✓	Upload
RTT_Act2	RTT Activity Plans	*	03 Oct 2014	W/E 28/09/2014	●	Upload
W_ICUHDU	Weekly ICU/HDU Flu Surveillance	*	08 Oct 2014	W/E 05/10/2014	✓	Upload
W_ICUHDU	Weekly ICU/HDU Flu Surveillance	*	15 Oct 2014	W/E 12/10/2014	✓	Upload

1

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	●	Upload
KH03_v2	Bed Availability and Occupancy	*	31 Oct 2014	Ending September 2014	●	Upload
FFT_STF	Friends and Family Test - Staff	*	31 Oct 2014	Ending September 2014	●	Upload
MAT_RISK	Maternity Risk Assessment	*	21 Nov 2014	Ending September 2014	●	Upload
Dementia	Dementia	*	28 Oct 2014	September 2014	●	Upload
VTE	VTE Risk Assessment	*	28 Oct 2014	September 2014	●	Upload
W_ICUHDU	Weekly ICU/HDU Flu Surveillance	*	22 Oct 2014	W/E 19/10/2014	●	Upload

1

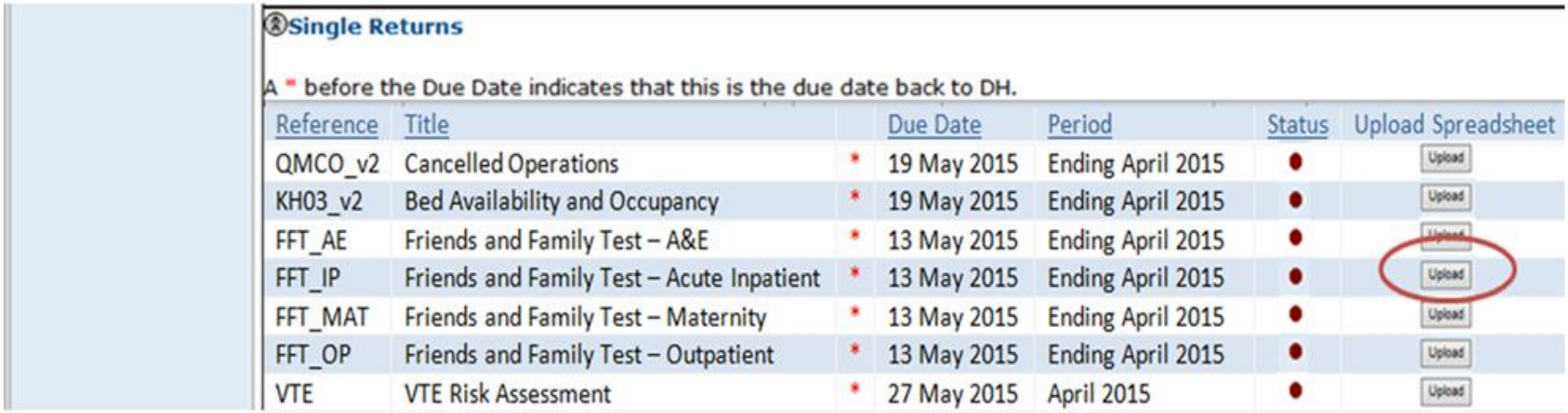
Provider / Commissioner Returns

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

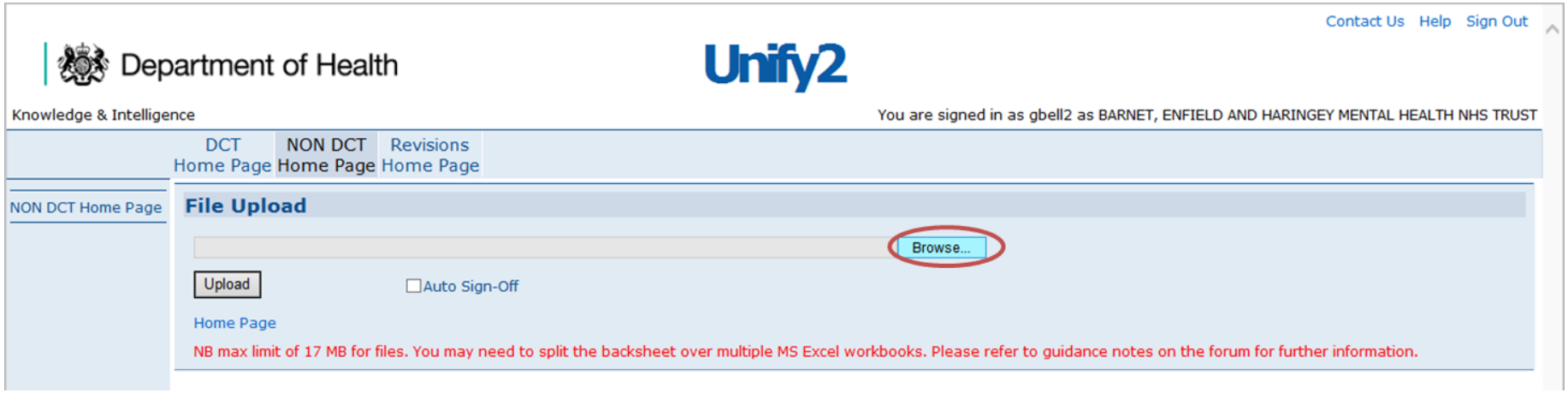
Reference	Title	Due Date	Period	Status	Upload Spreadsheet
QAR	Quarterly Activity Return	04 Nov 2014	Ending September 2014	●	Upload
MAR	Monthly Activity Return	22 Oct 2014	September 2014	●	Upload

1

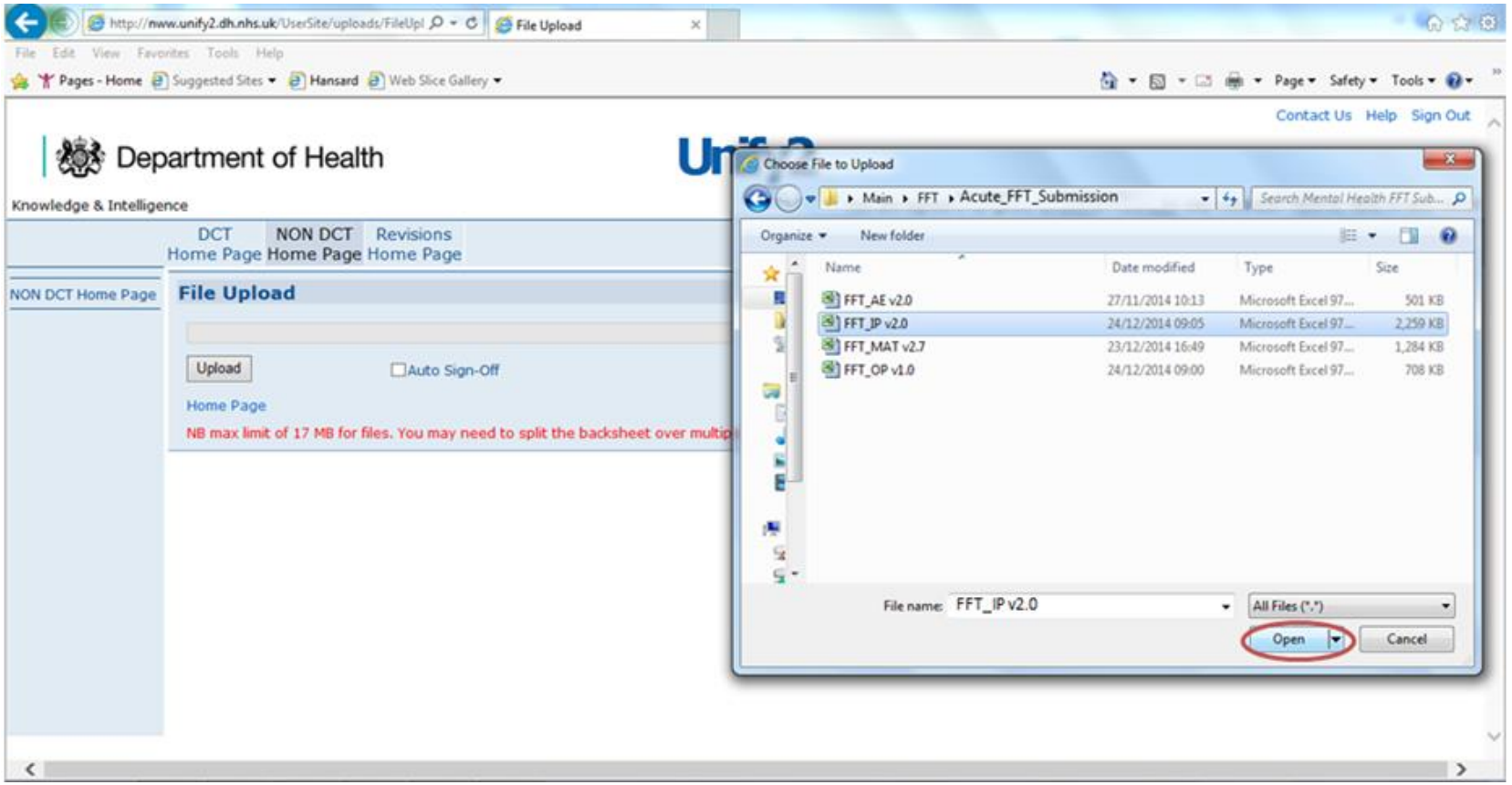
Once you have found your collection click on the '**Upload**' button:



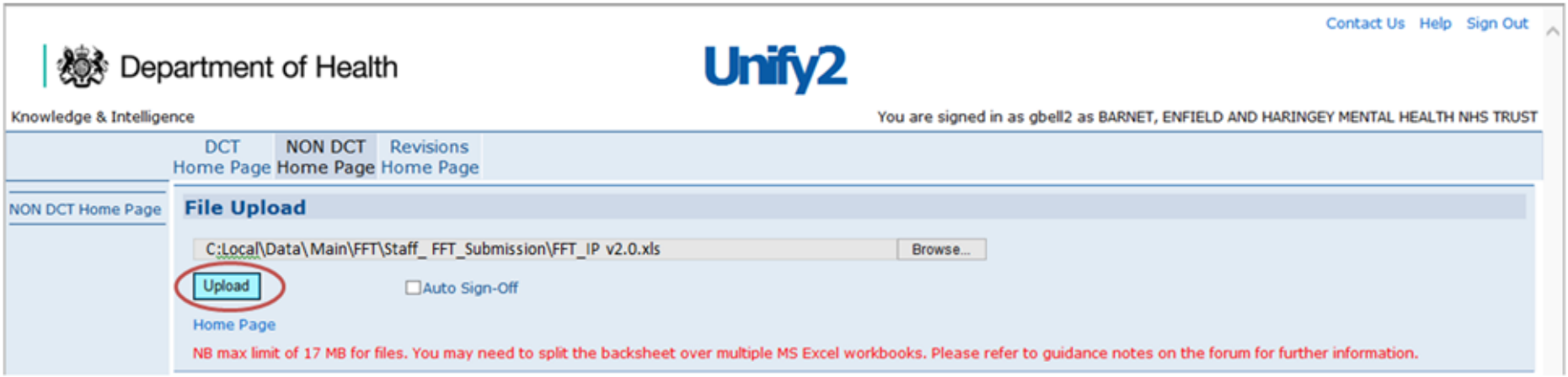
The File Upload Page will appear. Click on '**Browse**' and follow the dialogue boxes to select the file to upload.



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



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



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.

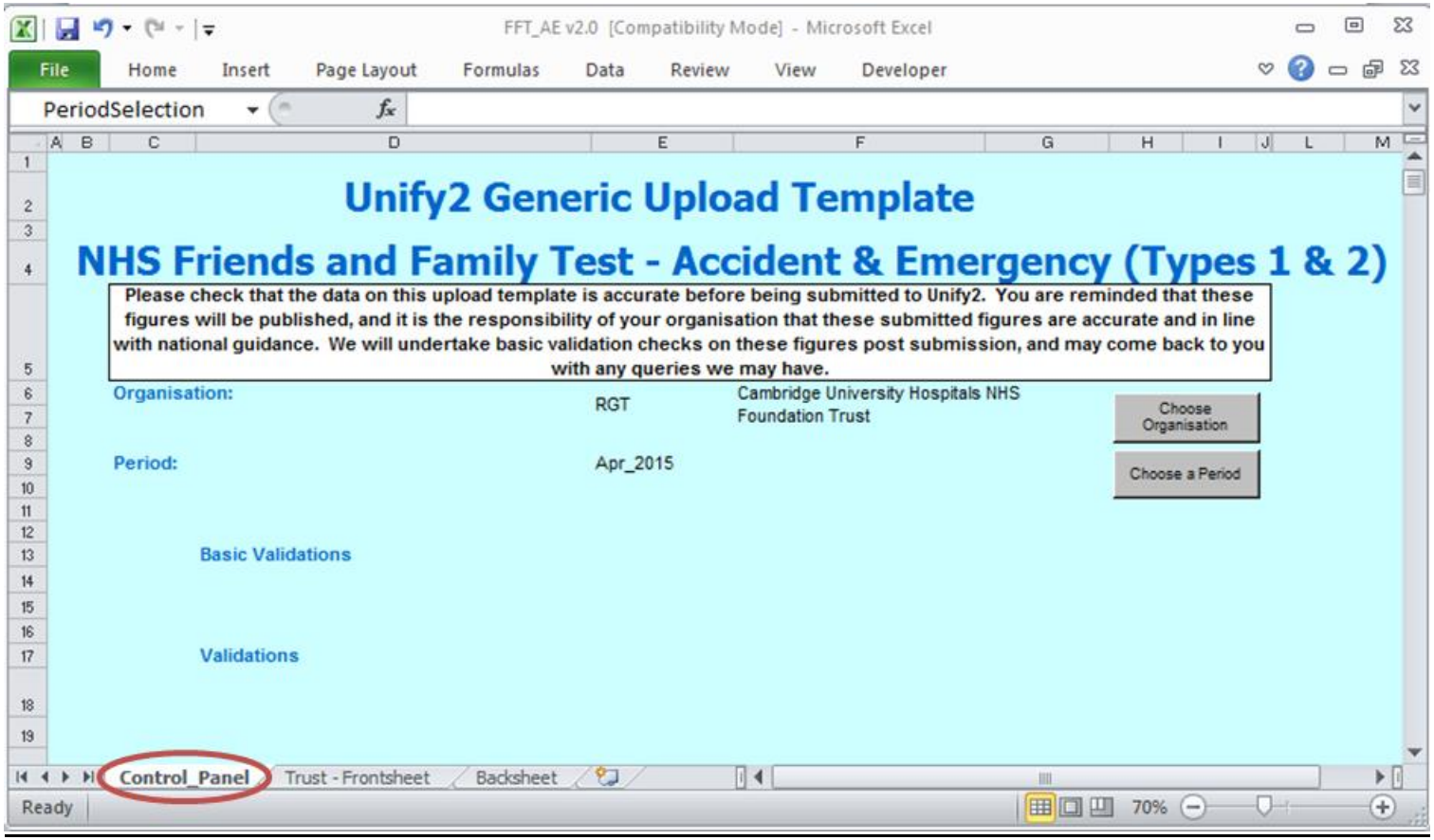
Finally, click '**Upload**' to upload the file into the system.

Annex 3 – Submission process for A&E, Walk in Centre and Minor Injury Unit data

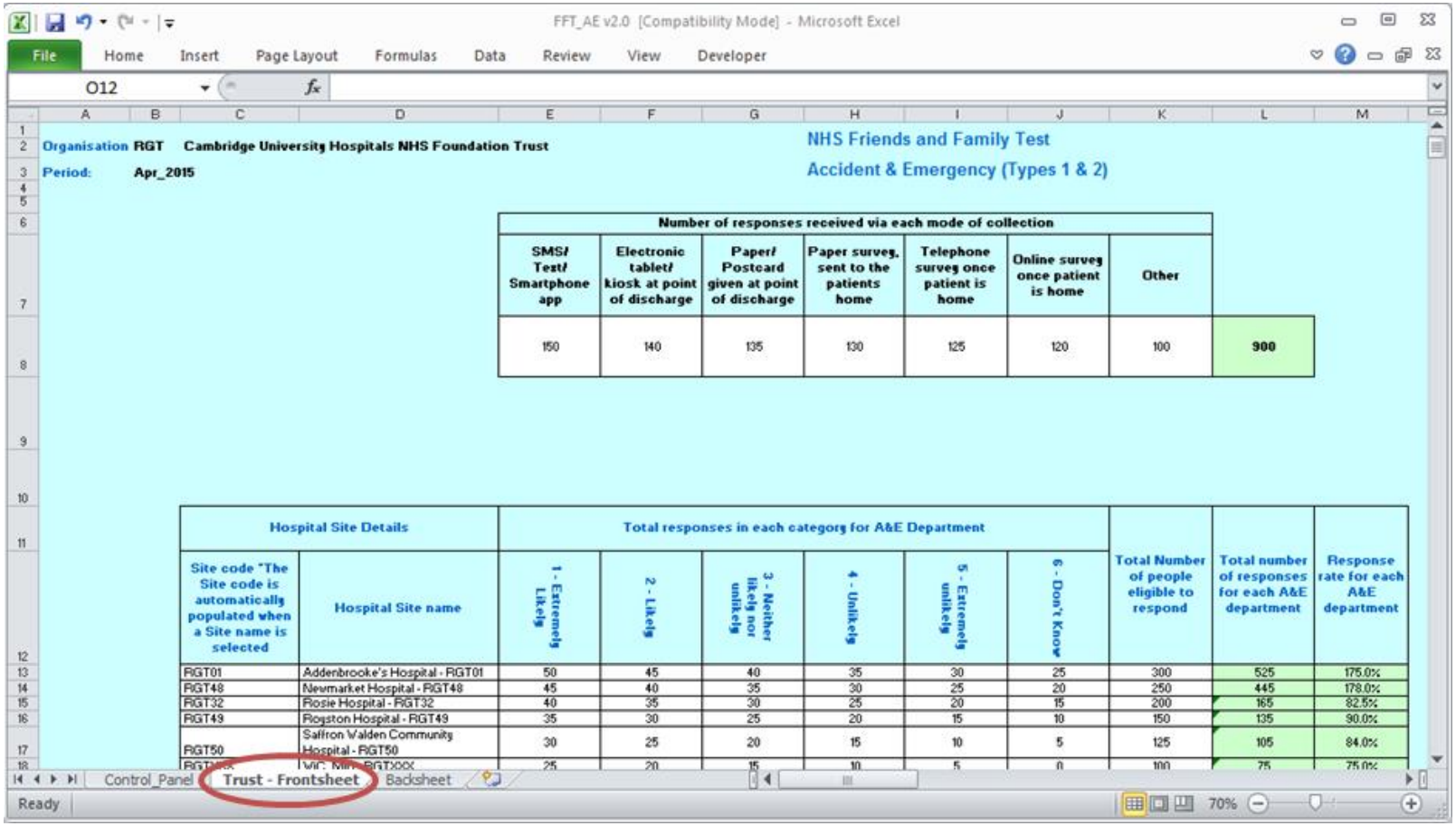
Follow the '**Accessing UNIFY2**' section at the start of Annex 2 for details of how to access UNIFY2 and download updated templates. In April 2015 the A&E updated template will be available to download and save. It will be labelled 'FFT AE v2'.

UNIFY2 Upload Template

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 May 2015 should contain April's data so select April_2015 as the period. If your organisation is not in the list to select then email the helpdesk at: england.friendsandfamilytest@nhs.net.



Next, go to the second sheet entitled ‘Trust – Frontsheet’ where the actual data can be entered.



The number of responses collected by each mode should be entered in the table at the top of the Trust – Frontsheet.

Organisation RGT Cambridge University Hospitals NHS Foundation Trust

Period: Apr_2015

NHS Friends and Family Test

Accident & Emergency (Types 1 & 2)

Number of responses received via each mode of collection							
SMS/ Text/ Smartphone app	Electronic tablet/ kiosk at point of discharge	Paper/ Postcard given at point of discharge	Paper survey, sent to the patients home	Telephone survey once patient is home	Online survey once patient is home	Other	
150	140	135	130	125	120	100	**900**

Reponses for each site should be input in the table as below. Once the 'Organisation' has been selected from the 'Control Panel', you will be able to select from a drop down list to populate Hospital Site names. The site code will automatically populate when you select a Hospital Site name. At the bottom of the drop down list will be a dummy site prefixed with 'WiC_MIU', then your three character organisation code followed by 'XXX'. This dummy site is for submitting a combined response for all Walk in Centre and Minor Injury Unit data.

Hospital Site Details		Total responses in each category for A&E Department						Total Number of people eligible to respond	Total number of responses for each A&E department	Response rate for each A&E department
Site code "The Site code is automatically populated when a Site name is selected	Hospital Site name	1 - Extremely Likely	2 - Likely	3 - Neither likely nor unlikely	4 - Unlikely	5 - Extremely unlikely	6 - Don't Know			
RGT01	Addenbrooke's Hospital - RGT01	50	45	40	35	30	25	300	525	175.0%
RGT48	Newmarket Hospital - RGT48	45	40	35	30	25	20	250	445	178.0%
RGT32	Rosie Hospital - RGT32	40	35	30	25	20	15	200	165	82.5%
RGT49	Royston Hospital - RGT49	35	30	25	20	15	10	150	135	90.0%
RGT50	Saffron Walden Community Hospital - RGT50	30	25	20	15	10	5	125	105	84.0%
RGTXXX	WiC_MIU - RGTXXX	25	20	15	10	5	0	100	75	75.0%
									0	-
									0	-
									0	-
									0	-
									0	-
									0	-
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									0	-
									0	-
									0	-
									0	-
									0	-
									0	-
									0	-
									0	-
	Total	225	195	165	135	105	75	1125	1450	128.9%

Total responses for each site rating '1-Extremely Likely' to '6-Don't Know', can be entered in the middle of the table. To the right of this, the eligible population for each site or 'WiC_MIU' dummy site needs to be entered.

Validation Checks

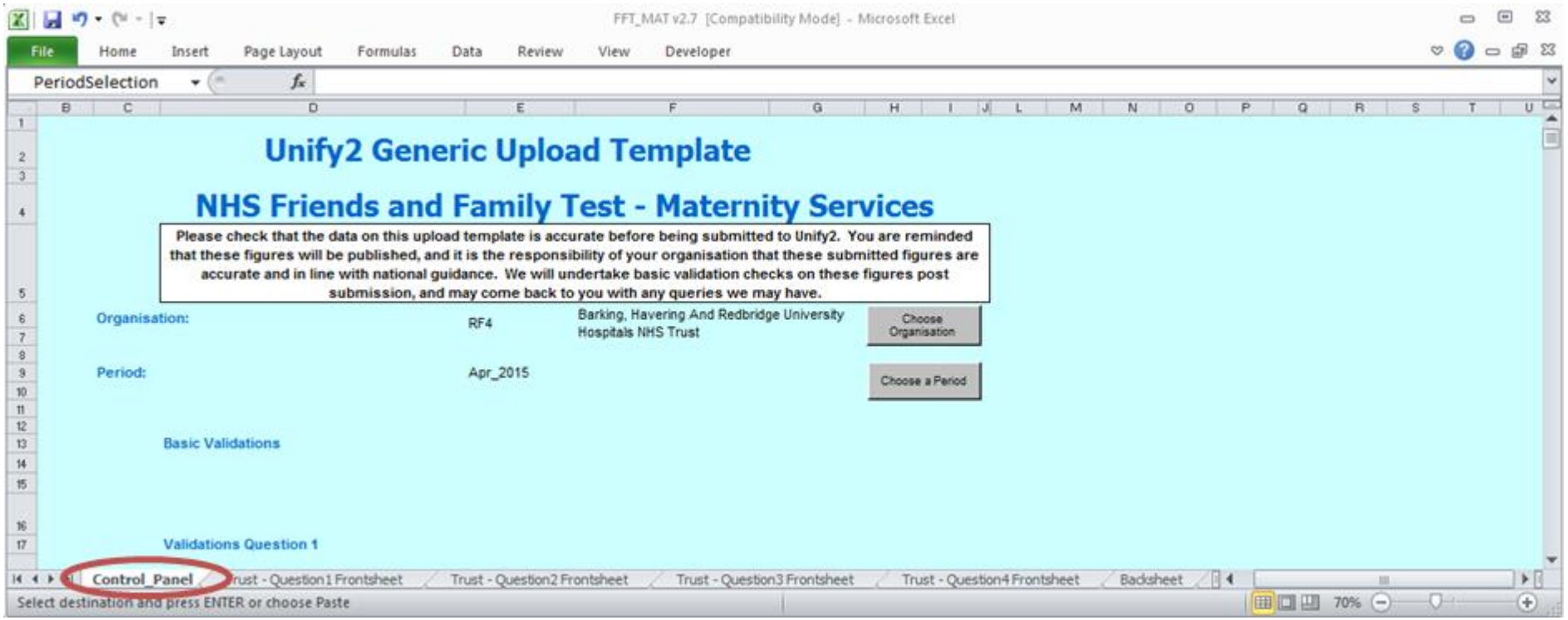
The spreadsheet contains some basic validation checks. If the data you enter fails any of these checks the spreadsheet will flag the issue, either on the 'Control Panel', the 'Trust – Frontsheet' or both in a red box. Until the validations are corrected you will not be able to upload the template to UNIFY2. Examples are shown in the Validation Checks section of Annex 2.

Follow the '**Uploading to UNIFY2**' section at the end of Annex 2 for details of how to upload your completed template to UNIFY2.

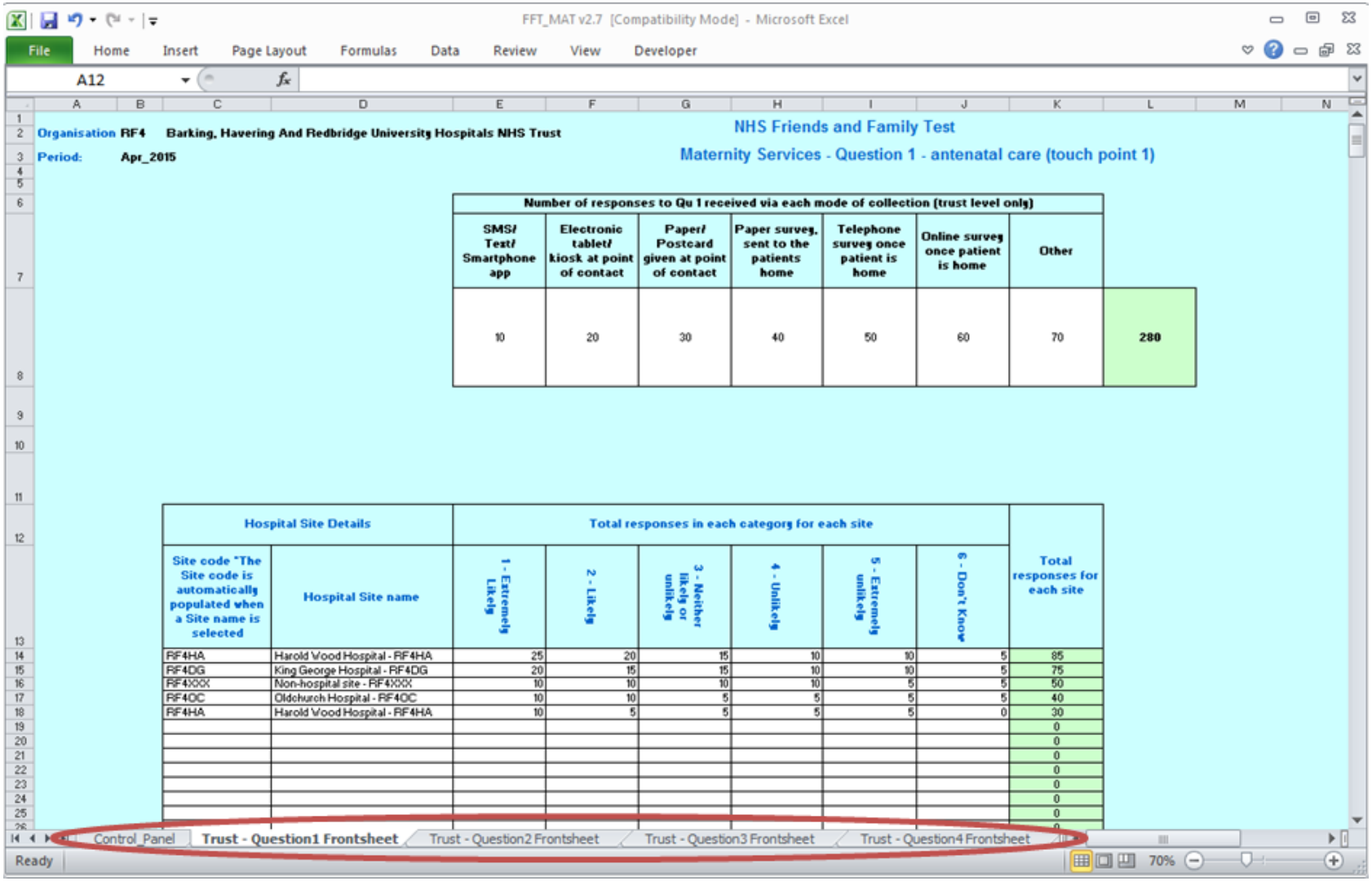
Annex 4 – Submission process for FFT maternity data

Follow the '**Accessing UNIFY2**' section at the start of Annex 2 for details of how to access UNIFY2 and download updated templates. The template for the submission of the maternity return will not change when data for April 2015 is submitted in May 2015, the template is labelled as '.FFT_MAT v2'.

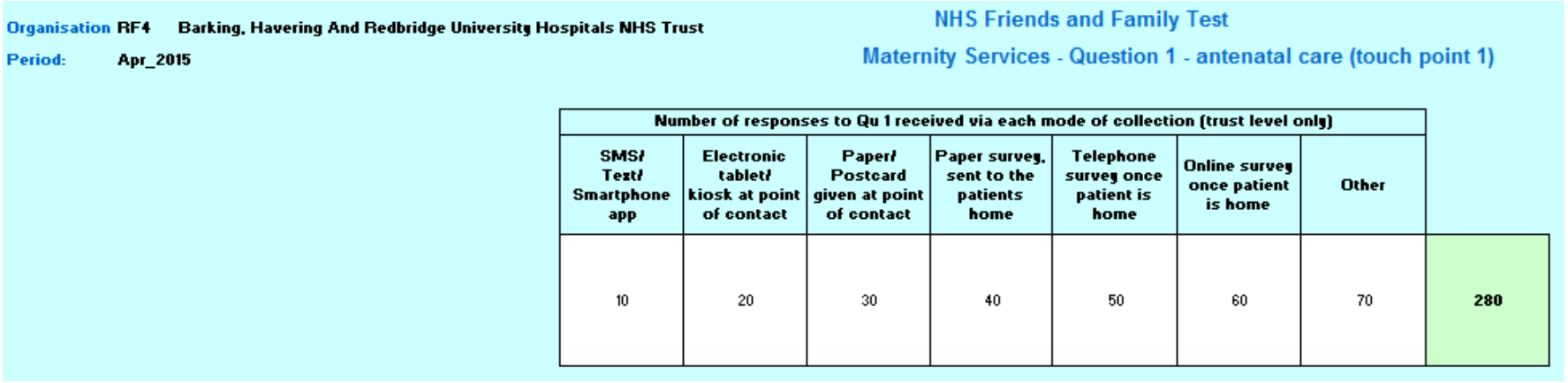
UNIFY2 Upload Template
On the first sheet of the template entitled 'Control Panel', select your organisation and period. The period relates to when your FFT responses were received. Your first submission in May 2015 should contain April's data so select April_2015 as the period. If your organisation is not in the list to select then email the helpdesk at: england.friendsandfamilytest@nhs.net.



Next, work through four worksheets entitled ‘Trust – Question 1 Frontsheet’ to ‘Trust – Question 4 Frontsheet’ where the actual data can be entered.



The number of responses collected by each mode should be entered in the table at the top of each Frontsheet for the relevant question.



Organisation RF4 Barking, Havering And Redbridge University Hospitals NHS Trust

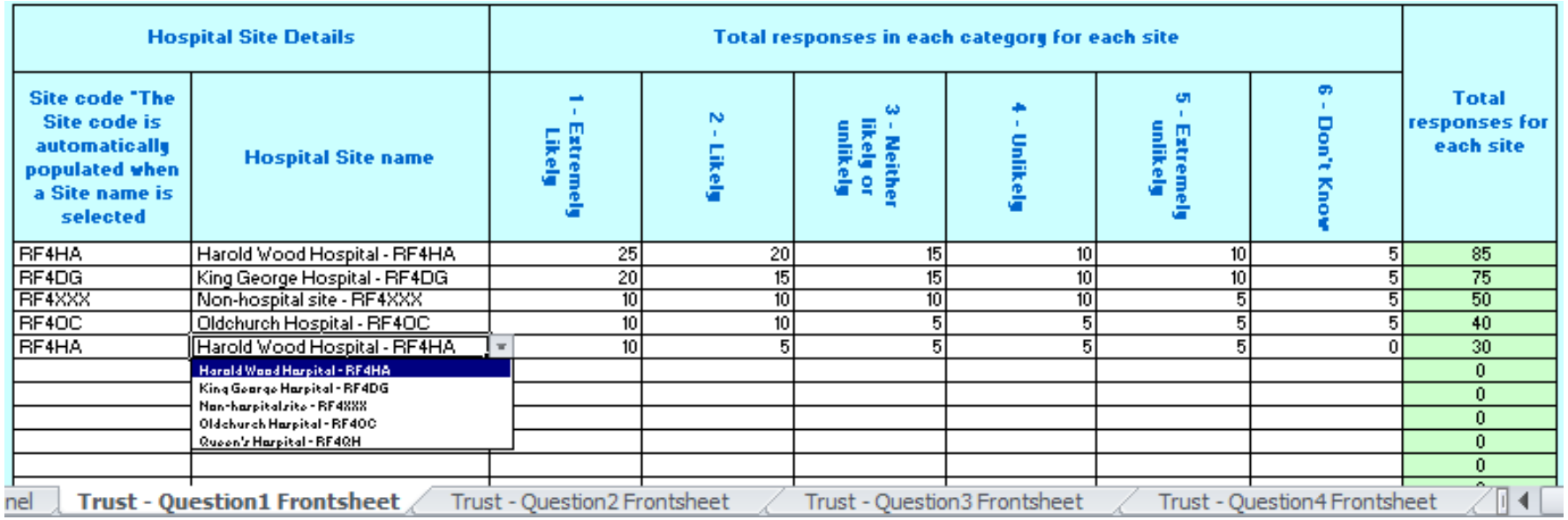
Period: Apr_2015

NHS Friends and Family Test

Maternity Services - Question 1 - antenatal care (touch point 1)

Number of responses to Qu 1 received via each mode of collection (trust level only)							
SMS/ Text/ Smartphone app	Electronic tablet/ kiosk at point of contact	Paper/ Postcard given at point of contact	Paper survey, sent to the patients home	Telephone survey once patient is home	Online survey once patient is home	Other	
10	20	30	40	50	60	70	**280**

Reponses for each site should be input in the table as below for Question 1 and Question 3, where no eligible population is required. Once the ‘Organisation’ has been selected from the ‘Control Panel’, you will be able to select from a drop down list to populate Hospital Site names. The site code will automatically populate when you select a Hospital Site name. Within the drop down list will be a dummy site prefixed with ‘Non-hospital site -’, then your three character organisation code followed by ‘XXX’. This dummy site is for submitting all responses where care took place outside of hospital.

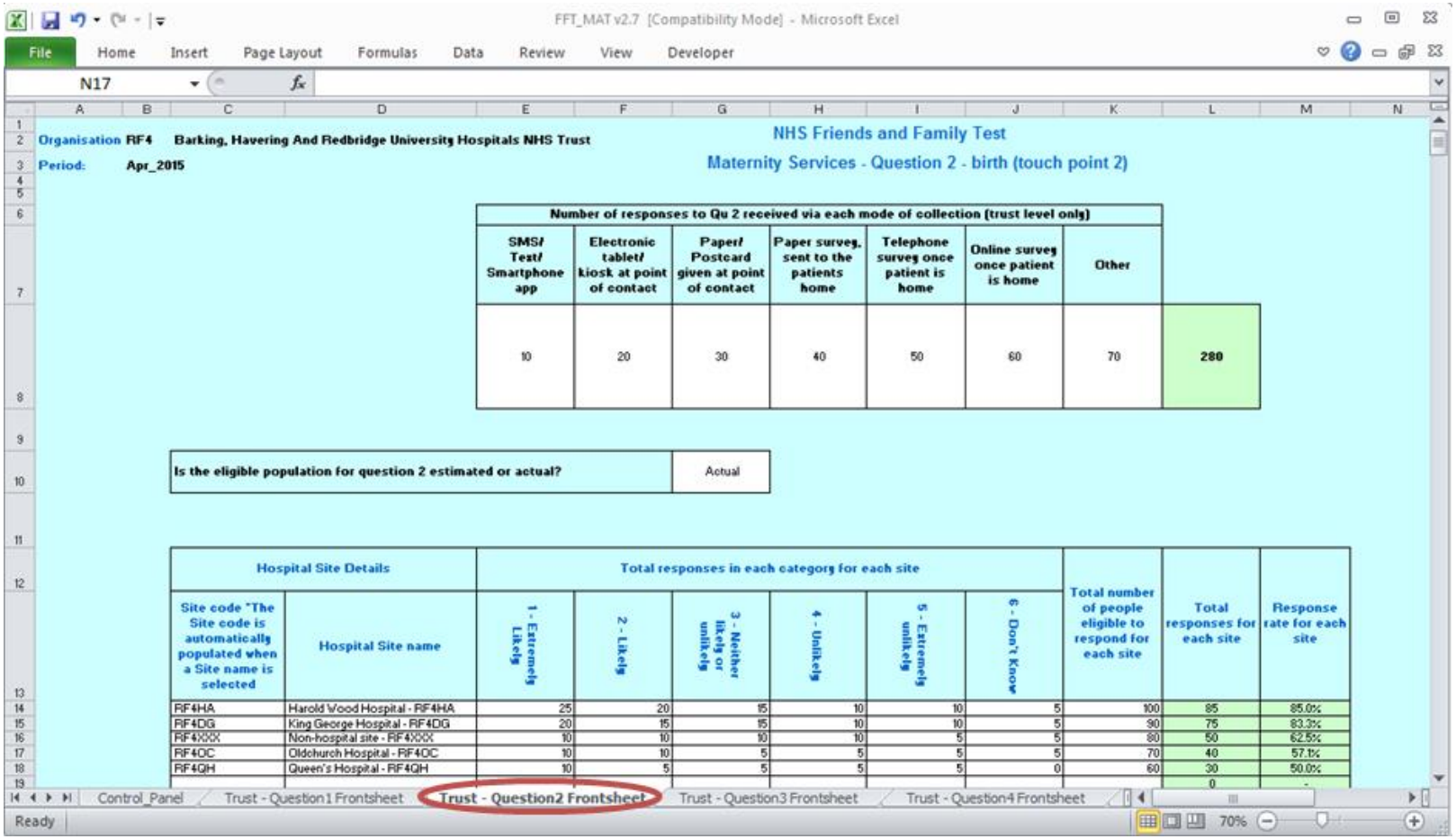


Hospital Site Details		Total responses in each category for each site						
Site code "The Site code is automatically populated when a Site name is selected	Hospital Site name	1 - Extremely Likely	2 - Likely	3 - Neither likely or unlikely	4 - Unlikely	5 - Extremely unlikely	6 - Don't Know	Total responses for each site
RF4HA	Harold Wood Hospital - RF4HA	25	20	15	10	10	5	85
RF4DG	King George Hospital - RF4DG	20	15	15	10	10	5	75
RF4XXX	Non-hospital site - RF4XXX	10	10	10	10	5	5	50
RF4OC	Oldchurch Hospital - RF4OC	10	10	5	5	5	5	40
RF4HA	Harold Wood Hospital - RF4HA	10	5	5	5	5	0	30
	Harold Wood Hospital - RF4HA							0
	King George Hospital - RF4DG							0
	Non-hospital site - RF4XXX							0
	Oldchurch Hospital - RF4OC							0
	Queen's Hospital - RF4QH							0
								0

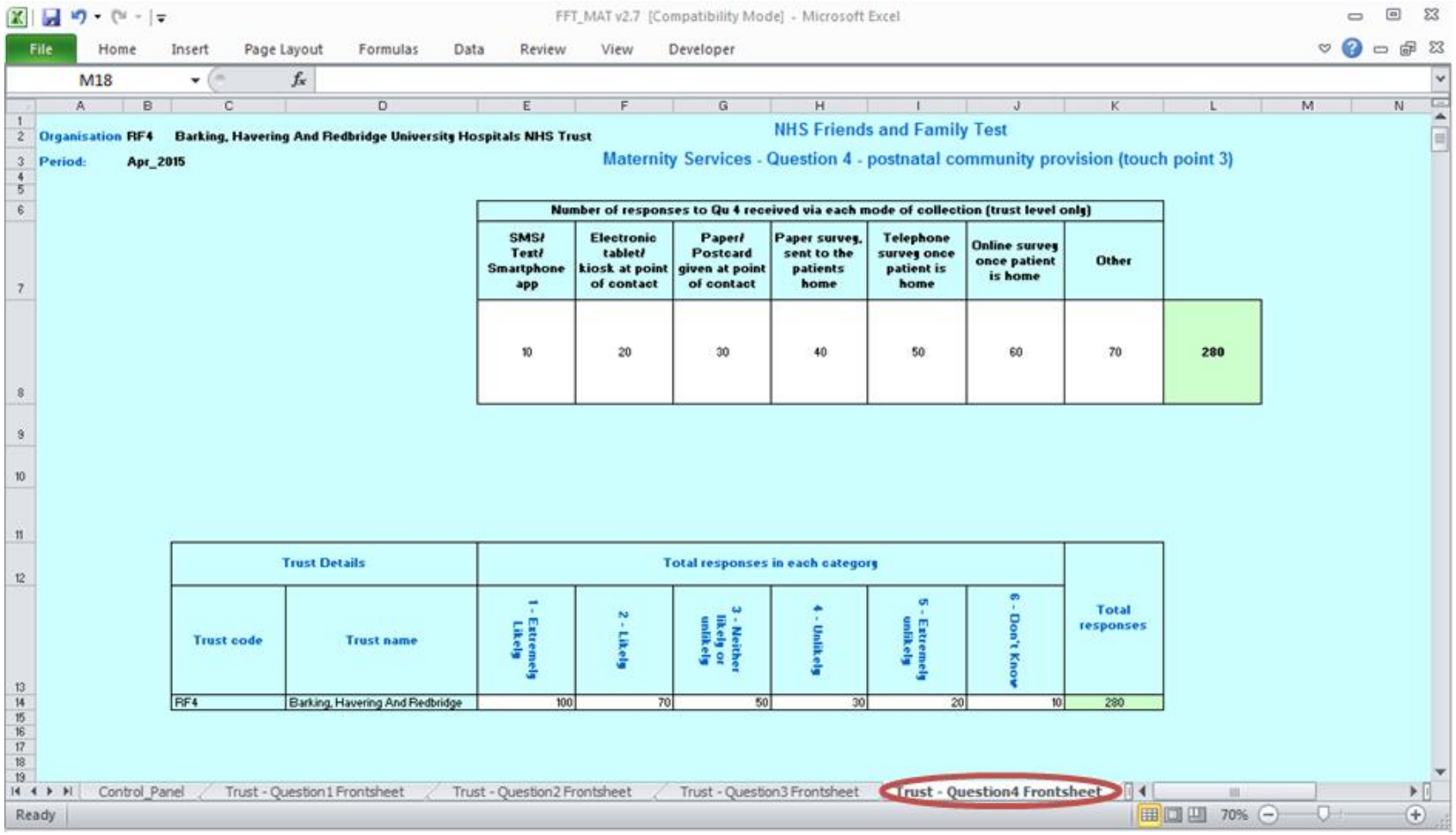
nel | Trust - Question1 Frontsheet | Trust - Question2 Frontsheet | Trust - Question3 Frontsheet | Trust - Question4 Frontsheet

Total responses for each site rating ‘1-Extremely Likely’ to ‘6-Don’t Know’, can be entered in the middle of the table.

For Question 2 an eligible population for each site or the ‘Non-hospital’ dummy site must be entered. As such the sheet is slightly different in layout (as below).



For Question 4 the return is at trust level only. As such the sheet is slightly different in layout (as below).



Validation Checks

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 in a red box. Until the validations are corrected you will not be able to upload the template to UNIFY2. Examples are shown in the Validation Checks section of Annex 2.

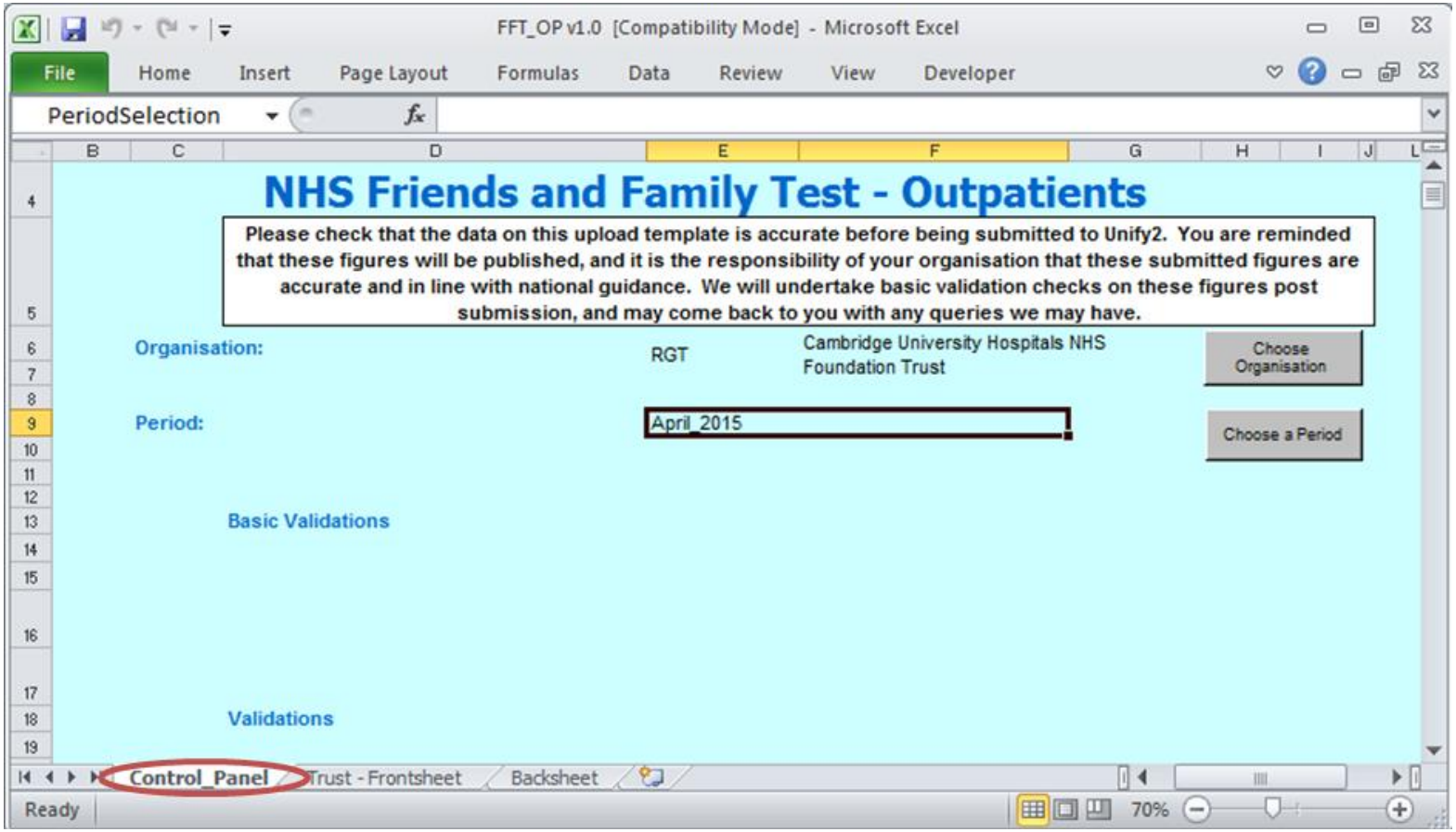
Follow the '**Uploading to UNIFY2**' section at the end of Annex 2 for details of how to upload your completed template to UNIFY2.

Annex 5 – Submission process for FFT Outpatient data

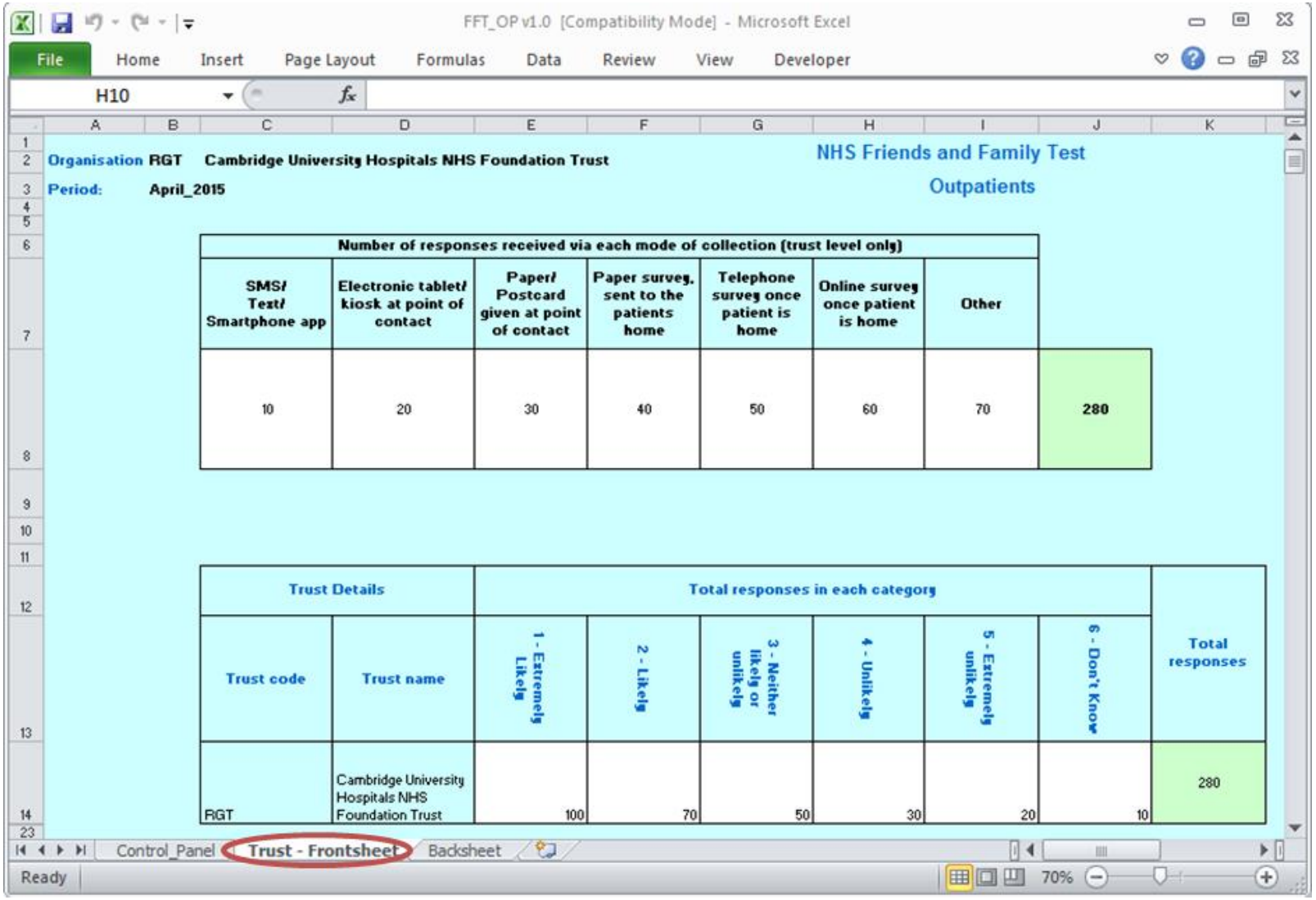
Follow the '**Accessing UNIFY2**' section at the start of Annex 2 for details of how to access UNIFY2 and download updated templates. In April 2015 the Outpatients updated template will be available to download and save. It will be labelled 'FFT OP v1'.

UNIFY2 Upload Template

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 May 2015 should contain April's data so select April_2015 as the period. If your organisation is not in the list to select then email the helpdesk at: england.friendsandfamilytest@nhs.net.



Next, go to the second sheet entitled ‘Trust – Frontsheet’ where the actual data can be entered.



The number of responses collected by each mode should be entered in the table at the top of the Trust – Frontsheet.

Organisation RGT Cambridge University Hospitals NHS Foundation Trust

Period: April_2015

NHS Friends and Family Test

Outpatients

Number of responses received via each mode of collection (trust level only)							
SMS/ Text/ Smartphone app	Electronic tablet/ kiosk at point of contact	Paper/ Postcard given at point of contact	Paper survey, sent to the patients home	Telephone survey once patient is home	Online survey once patient is home	Other	
10	20	30	40	50	60	70	**280**

Outpatient responses are only submitted at trust level. Outpatient department activity should be grouped together and reported in a single return. Once the 'Organisation' has been selected from the 'Control Panel', it will automatically populate the two left columns of the data return table on the Trust – Frontsheet. Total responses for each site rating '1-Extremely Likely' to '6-Don't Know', can be entered in the middle of the table. No eligible population is required.

Trust Details		Total responses in each category						Total responses
Trust code	Trust name	1 - Extremely Likely	2 - Likely	3 - Neither likely or unlikely	4 - Unlikely	5 - Extremely unlikely	6 - Don't Know	
RGT	Cambridge University Hospitals NHS Foundation Trust	100	70	50	30	20	10	280

Validation Checks

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 in a red box. Until the validations are corrected you will not be able to upload the template to UNIFY2. Examples are shown in the Validation Checks section of Annex 2.

Follow the ‘**Uploading to UNIFY2**’ section at the end of Annex 2 for details of how to upload your completed template to UNIFY2.