



Guidance on the submission of acute Friends and Family Test data

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Guidance on the submission of Acute Friends and Family Test data

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Care Trust CEs, Foundation Trust CEs , All NHS organisations providing acute services required to undertake the FFT.

Additional Circulation List

Description

This guidance sets out the details for the central submission of Friends and Family Test data through the UNIFY2 system for acute providers.

Cross Reference

The Friends and Family Test - July 2014

Superseded Docs (if applicable)

Action Required

Timing / Deadlines (if applicable)

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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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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 data¹.

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/HowdoinOrderanN3Service.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.

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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.

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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 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'.

The screenshot shows the UNIFY2 homepage. At the top, there is a header with the Department of Health logo and the UNIFY2 logo. Below the header, there is a navigation bar with links: Data collection & management, Glossary, Report Library, Extraction Viewer, Extraction Admin, View Manage, and Data & system maintenance. The main content area is divided into three columns. The left column contains 'Data Links' and 'System Links'. The 'Data Links' section includes links for Collections Timetable, Contact Us, NHS England Statistics Site, Omnibus System, Revisions Process, and 'Unify2 Upload Templates' (which is circled in red). The 'System Links' section includes links for All Data Collections, Forum, Request a Unify account, and View links. The middle column contains a 'Welcome' message, a 'CAN'T SIGN IN?' section, and a 'NEED HELP?' section. The right column contains a 'News' section with several announcements, 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'. The bottom of the page has a footer with navigation arrows.

Department of Health

Unify2

Knowledge & Intelligence

You are signed in as gbell2 as DEPARTMENT OF HEALTH

Contact Us Help Sign Out

Data collection & management Glossary Report Library Extraction Viewer Extraction Admin View Manage Data & system maintenance

There are 2 new user requests awaiting processing.

There is 1 forgotten password request awaiting processing.

You last logged in on 17/10/2014 11:34:14

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](#)

QMC0 (Cancelled Elective Operations) changed to a Non-DCT collection

[25/09/2014 10:14:43]

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.

FFT_IP v2.0 [Compatibility Mode] - Microsoft Excel

File Home Insert Page Layout Formulas Data Review View Developer

OrgNameSelection fx

Unify2 Generic Upload Template

NHS Friends and Family Test - Acute Inpatients

Please check that the data on this upload template is accurate before being submitted to Unify2. You are reminded that these figures will be published, and it is the responsibility of your organisation that these submitted figures are accurate and in line with national guidance. We will undertake basic validation checks on these figures post submission, and may come back to you with any queries we may have.

Organisation: RAL Royal Free London NHS Foundation Trust Choose Organisation

Period: Apr_2015 Choose a Period

Basic Validations

Validations

Control_Panel Trust - Frontsheet Backsheet

Ready 70%

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

FFT_IP v2.0 [Compatibility Mode] - Microsoft Excel

File Home Insert Page Layout Formulas Data Review View Developer

S14

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

Hospital Site Details		Ward name	Total responses in each category 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 - RAL26	Daycases	70	60	50	40	30	20	300	100 - GENERAL SURGERY	100 - TRAUMA & ORTHOPAEDICS	270	90.0%

Control Panel Trust - Frontsheet Backsheet

Ready

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

	A	B	C	D	E	F	G	H	I	J	K	L
1												
2		RAL Royal Free London NHS Foundation Trust						NHS Friends and Family Test				
3	Period:	Apr_2015						Acute Inpatients				
4												
5												
6												
7												
8												

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

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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 category 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 - RAL26	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 - RALC7	Ward C	140	130	120	110	100	90	900	101 - UROLOGY		690	76.7%
RALC7	Finchley Memorial Hospital - RALC7	Ward D	130	120	110	100	90	80	800	130 - OPHTHALMOLOGY		630	78.8%
RALC7	Harpden Memorial Hospital - RALC7	Daycases	120	110	100	90	80	70	700			570	81.4%

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 Specialties 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, except for 'Daycases' dummy wards where no speciality needs to be entered.

OFFICIAL

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	150 - TRAUMA & THOPAEDICS	750	75.0%
90	900	100 - GENERAL SURGERY		690	76.7%
80	800	101 - UROLOGY		630	78.8%
70	700	110 - TRAUMA & ORTHOPAEDICS		570	81.4%
40	500	120 - ENT			
30	400	130 - OPHTHALMOLOGY			
		140 - ORAL SURGERY			
		141 - RESTORATIVE DENTISTRY			
		142 - PAEDIATRIC DENTISTRY			
40	500	100 - GENERAL SURGERY	150 - NEUROSURGERY	390	78.0%
30	400	120 - ENT		330	82.5%

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

Unify2 Generic Upload Template
NHS Friends and Family Test - Acute Inpatients

Please check that the data on this upload template is accurate before being submitted to Unify2. You are reminded that these figures will be published, and it is the responsibility of your organisation that these submitted figures are accurate and in line with national guidance. We will undertake basic validation checks on these figures post submission, and may come back to you with any queries we may have.

Organisation: RAL Royal Free London NHS Foundation Trust
 Period: Apr_2015

Basic Validations

Validations

Data not complete for all rows

Total responses received via each mode of collection does not equal total responses in each category for each ward

YOU WILL NOT BE ABLE TO UPLOAD AS YOU HAVE VALIDATION ERRORS ABOVE

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							Total responses received via each mode of collection does not equal total responses in each category for each ward
SMFJ Test/ Smartphone app	Electronic tablet/ kiosk at point of discharge	Paper/ Postcard given at point of discharge	Paper survey, sent to the patient's home	Telephone survey once patient is home	Online survey once patient is home	Other	
0	1000	0	0	600	1000	20	2620

Data not complete for all rows

Hospital Site Details			Total responses in each category for each ward							Total Number of people eligible to respond	Main 2 Specialties
Site code *The Site code is automatically populated when a Site name is selected	Hospital Site name	Ward name	1 - Extremely Likely	2 - Likely	3 - Neither Likely nor unlikely	4 - Unlikely	5 - Extremely unlikely	6 - Don't know			
RAL26	Barnet Hospital - RAL26	Ward 1	90	80	70	60	50	40	500	100 - GENERAL SURGERY	15
RAL26	Barnet Hospital - RAL26	Ward 2	80	70	60	50	40	30	500	100 - GENERAL SURGERY	
RAL26	Barnet Hospital - RAL26	Diagnoses	70	60	50	40	30	20	300	100 - GENERAL SURGERY	15
RALC7	Chase Farm Hospital - RALC7	Ward A	80	140	130	120	100	100	1000	100 - GENERAL SURGERY	24
RALC7	Chase Farm Hospital - RALC7	Ward C	140	120	120	100	100	90	900	60 - UROLOGY	
RALC7	Chase Farm Hospital - RALC7	Ward D	120	120	180	100	90	80	800	100 - OPHTHALMOLOGY	
RALC7	Chase Farm Hospital - RALC7	Diagnoses	120	180	100	90	80	70	700		
RAL02	Queen Mary's House - RAL02	Ward 1	90	80	70	60	50	40	500	100 - GENERAL SURGERY	15
RAL02	Queen Mary's House - RAL02	Ward 2	80	70	60	50	40	30	400		
RAL02	Queen Mary's House - RAL02	Diagnoses	70	60	50	40	30	20	300		

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.

The screenshot shows the UNIFY2 homepage. At the top, there is a header with the Department of Health logo and the UNIFY2 logo. Below the header, there is a navigation bar with several links: 'Data collection & management' (highlighted with a red circle), 'Glossary', 'Report Library', 'Extraction Viewer', 'Extraction Admin', 'View Manage', and 'Data & system maintenance'. Below the navigation bar, there is a main content area with three columns. The left column contains 'Data Links' and 'System Links'. The middle column contains a 'Welcome' message and a 'CAN'T SIGN IN?' section. The right column contains a 'News' section with several announcements.

Department of Health **Unify2**

Knowledge & Intelligence You are signed in as gbell2 as DEPARTMENT OF HEALTH

[Data collection & management](#) [Glossary](#) [Report Library](#) [Extraction Viewer](#) [Extraction Admin](#) [View Manage](#) [Data & system maintenance](#)

There are 2 new user requests awaiting processing. You last logged in on 17/10/2014 11:34:14
 There is 1 forgotten password request awaiting processing.

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]

OFFICIAL

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.

OFFICIAL

Example of the tables visible on the home page:

③ 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						
③ 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						

OFFICIAL

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.						
Reference	Title		Due Date	Period	Status	Upload Spreadsheet
QMCO_v2	Cancelled Operations	*	19 May 2015	Ending April 2015	●	<input type="button" value="Upload"/>
KH03_v2	Bed Availability and Occupancy	*	19 May 2015	Ending April 2015	●	<input type="button" value="Upload"/>
FFT_AE	Friends and Family Test – A&E	*	13 May 2015	Ending April 2015	●	<input type="button" value="Upload"/>
FFT_IP	Friends and Family Test – Acute Inpatient	*	13 May 2015	Ending April 2015	●	<input type="button" value="Upload"/>
FFT_MAT	Friends and Family Test – Maternity	*	13 May 2015	Ending April 2015	●	<input type="button" value="Upload"/>
FFT_OP	Friends and Family Test – Outpatient	*	13 May 2015	Ending April 2015	●	<input type="button" value="Upload"/>
VTE	VTE Risk Assessment	*	27 May 2015	April 2015	●	<input type="button" value="Upload"/>

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

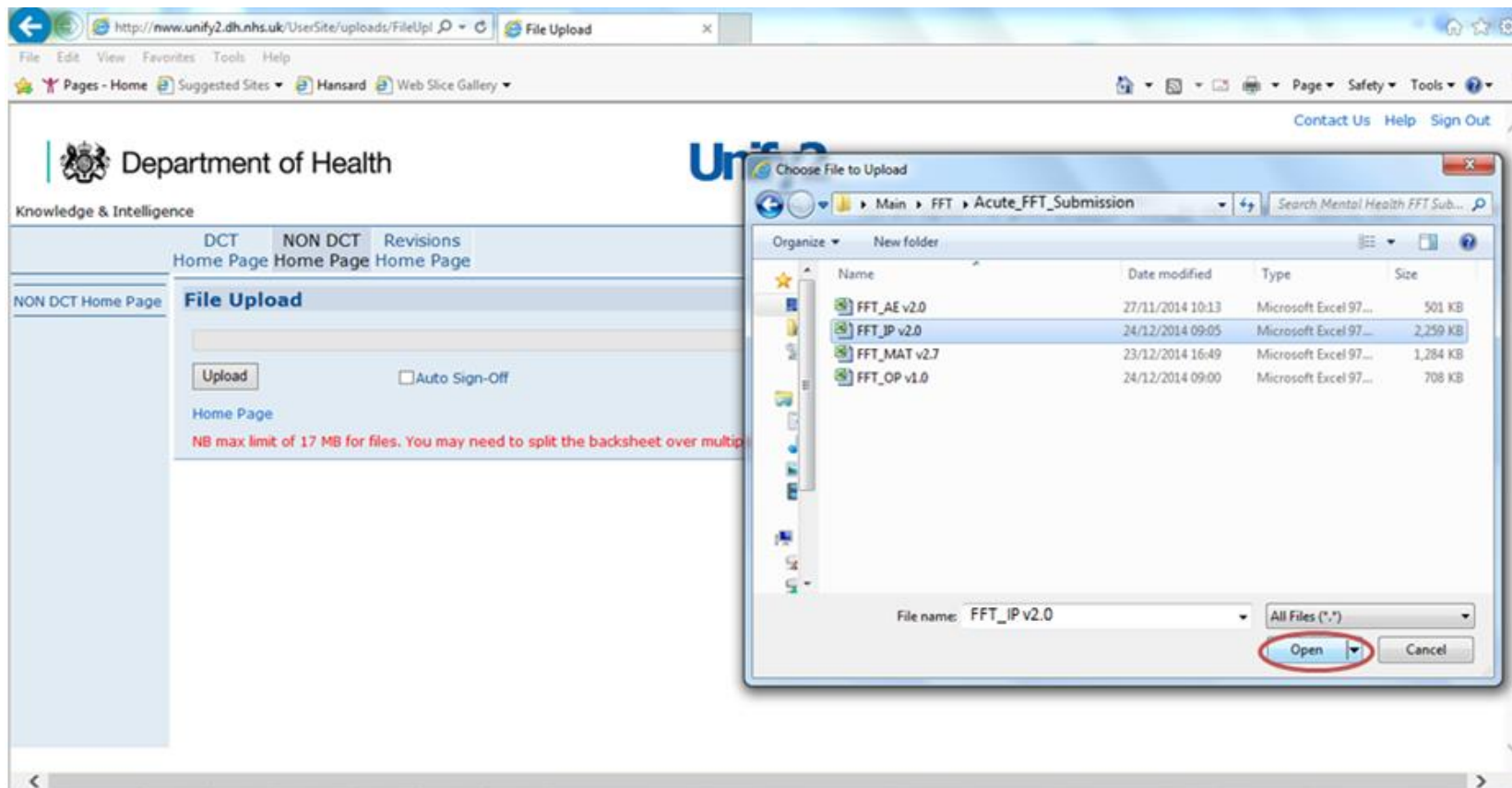
☐ Auto Sign-Off

[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.

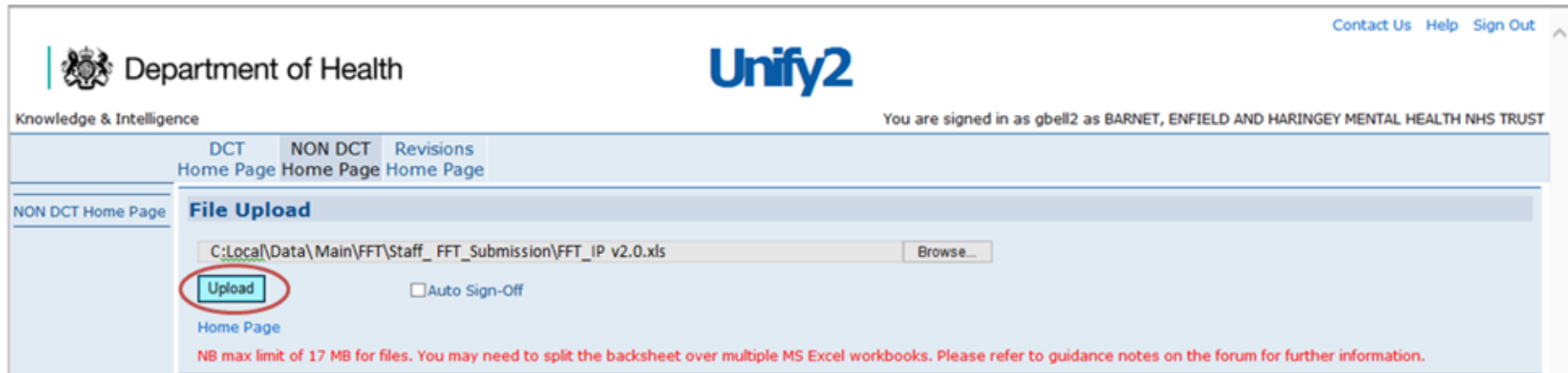
OFFICIAL

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



OFFICIAL

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



The screenshot shows the 'File Upload' section of the Unify2 application. At the top, there is a header with the Department of Health logo, the Unify2 logo, and navigation links for 'Contact Us', 'Help', and 'Sign Out'. Below the header, a status bar indicates the user is signed in as 'gbell2' for 'BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST'. The main content area features a 'File Upload' section with a text input field containing the file path 'C:\Local\Data\Main\FFT\Staff_FFT_Submission\FFT_IP v2.0.xls' and a 'Browse...' button. Below the input field, there is a blue 'Upload' button, which is circled in red, and an unchecked checkbox labeled 'Auto Sign-Off'. A 'Home Page' link is also visible. At the bottom of the section, a red notice states: '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.

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.

The screenshot shows an Excel spreadsheet titled 'FFT_AE v2.0 [Compatibility Mode] - Microsoft Excel'. The spreadsheet is titled 'Unify2 Generic Upload Template' and 'NHS Friends and Family Test - Accident & Emergency (Types 1 & 2)'. It includes a warning box about data accuracy and a form for selecting an organisation and period. The 'Control_Panel' sheet tab is highlighted with a red circle.

PeriodSelection	fx
Organisation:	RGT Cambridge University Hospitals NHS Foundation Trust
Period:	Apr_2015

Basic Validations

Validations

Control_Panel Trust - Frontsheet Backsheet

OFFICIAL

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

FFT_AE v2.0 [Compatibility Mode] - Microsoft Excel

File Home Insert Page Layout Formulas Data Review View Developer

O12 fx

1
2 Organisation RGT Cambridge University Hospitals NHS Foundation Trust
3 Period: Apr_2015
4
5
6

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

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	Rogston 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%
RGT00	Univ. Med. RGT000	25	20	15	10	5	0	100	75	75.0%

Control_Panel Trust - Frontsheet Backsheet

Ready

70%

OFFICIAL

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		NHS Friends and Family Test					
Period: Apr_2015		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

OFFICIAL

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	Rogston 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%
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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.

FFT_MAT v2.7 [Compatibility Mode] - Microsoft Excel

File Home Insert Page Layout Formulas Data Review View Developer

PeriodSelection

Unify2 Generic Upload Template

NHS Friends and Family Test - Maternity Services

Please check that the data on this upload template is accurate before being submitted to Unify2. You are reminded that these figures will be published, and it is the responsibility of your organisation that these submitted figures are accurate and in line with national guidance. We will undertake basic validation checks on these figures post submission, and may come back to you with any queries we may have.

Organisation: RF4 Barking, Havering And Redbridge University Hospitals NHS Trust Choose Organisation

Period: Apr_2015 Choose a Period

Basic Validations

Validations Question 1

Control Panel Trust - Question 1 Frontsheet Trust - Question 2 Frontsheet Trust - Question 3 Frontsheet Trust - Question 4 Frontsheet Backsheet

Select destination and press ENTER or choose Paste

70%

OFFICIAL

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

FFT_MAT v2.7 [Compatibility Mode] - Microsoft Excel

File Home Insert Page Layout Formulas Data Review View Developer

A12

1 Organisation RF4 Barking, Havering And Redbridge University Hospitals NHS Trust

2 NHS Friends and Family Test

3 Period: Apr_2015

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

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Ready

Control_Panel Trust - Question1 Frontsheet Trust - Question2 Frontsheet Trust - Question3 Frontsheet Trust - Question4 Frontsheet

70%

OFFICIAL

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				NHS Friends and Family Test			
Period: Apr_2015				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

OFFICIAL

Responses 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						Total responses 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	
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

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.

OFFICIAL

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).

FFT_MAT v2.7 [Compatibility Mode] - Microsoft Excel

File Home Insert Page Layout Formulas Data Review View Developer

N17 fx

1 Organisation RF4 Barking, Havering And Redbridge University Hospitals NHS Trust

2 NHS Friends and Family Test

3 Period: Apr_2015

4 Maternity Services - Question 2 - birth (touch point 2)

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Number of responses to Qu 2 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

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Is the eligible population for question 2 estimated or actual?	Actual
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Hospital Site Details		Total responses in each category for each site						Total number of people eligible to respond for each site	Total responses for each site	Response rate 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			
RF4HA	Harold Wood Hospital - RF4HA	25	20	15	10	10	5	90	85	85.0%
RF4DG	King George Hospital - RF4DG	20	15	15	10	10	5	90	75	83.3%
RF4XX	Non-hospital site - RF4XX	10	10	10	10	5	5	80	50	62.5%
RF4OC	Oldchurch Hospital - RF4OC	10	10	5	5	5	5	70	40	57.1%
RF4QH	Queen's Hospital - RF4QH	10	5	5	5	5	0	60	30	50.0%
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Control_Panel Trust - Question1 Frontsheet Trust - Question2 Frontsheet Trust - Question3 Frontsheet Trust - Question4 Frontsheet

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OFFICIAL

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

FFT_MAT v2.7 [Compatibility Mode] - Microsoft Excel

File Home Insert Page Layout Formulas Data Review View Developer

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2 Organisation RF4 Barking, Havering And Redbridge University Hospitals NHS Trust

3 Period: Apr_2015

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Ready

Control_Panel Trust - Question1 Frontsheet Trust - Question2 Frontsheet Trust - Question3 Frontsheet Trust - Question4 Frontsheet

70%

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.

The screenshot shows a Microsoft Excel spreadsheet titled 'FFT_OP v1.0 [Compatibility Mode] - Microsoft Excel'. The spreadsheet is titled 'NHS Friends and Family Test - Outpatients'. A warning box is displayed, stating: 'Please check that the data on this upload template is accurate before being submitted to Unify2. You are reminded that these figures will be published, and it is the responsibility of your organisation that these submitted figures are accurate and in line with national guidance. We will undertake basic validation checks on these figures post submission, and may come back to you with any queries we may have.'

The spreadsheet contains the following information:

Field	Value	Action
Organisation:	RGT Cambridge University Hospitals NHS Foundation Trust	Choose Organisation
Period:	April_2015	Choose a Period

The spreadsheet also includes sections for 'Basic Validations' and 'Validations'. The bottom tab bar shows the 'Control Panel' sheet is selected, with other sheets visible: 'Trust - Frontsheet' and 'Backsheet'.

OFFICIAL

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

FFT_OP v1.0 [Compatibility Mode] - Microsoft Excel

File Home Insert Page Layout Formulas Data Review View Developer

H10

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

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

Control Panel Trust - Frontsheet Backsheet

Ready

OFFICIAL

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		NHS Friends and Family Test					
Period: April_2015		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.