NHS England

Guidance on the submission of ambulance and patient transport services Friends and Family Test data

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Document Status

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Guidance on the submission of ambulance and patient transport services Friends and Family Test data

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The FFT 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 in securing that services are provided in an integrated way where this might reduce health inequalities”.

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1 Summary

This guidance sets out the details for central submission of Friends and Family Test (FFT) data through the UNIFY2 system for providers of NHS funded ambulance and patient transport services.

2 Timelines

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

FFT feedback month	Submissions open (first working day of the month)	Submission closure (thirteenth working day of the month)
April 2015	1 May 2015	20 May 2015
May 2015	1 June 2015	17 June 2015
June 2015	1 July 2015	17 July 2015

3 Submission route

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

4 How do I access UNIFY2?

Organisations with an N3 connection

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

Anyone new to using the system will need to apply for a username and password.
http://nww.UNIFY2.dh.nhs.uk/unify/AccessSecurity/Management/AccountRequest.aspx

Organisations that are subcontracted to provide services may submit data through their own N3 connection with agreement from the directly contracted organisation. This will mean that the subcontracted organisation will be named alongside the published results.

Organisations without an N3 connection

The only method through which FFT data can be submitted to NHS England for national publication is through an N3 connection. However, organisations that do not already have an N3 connection are not required to purchase a connection although they may apply for one if they wish.

Those wanting to apply for an N3 connection can do so through the following route:

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

Organisations that are directly commissioned to provide services but do not have and are not planning to purchase an N3 connection, should contact their commissioner and make arrangements for their FFT data to be submitted directly to them. Arrangements for submission should be made locally but should follow the timeframes set out in this document. FFT data submitted in this way will not be published by NHS England but we would encourage local publication wherever possible.

Organisations that are subcontracted to provide services but do not have and are not planning to purchase an N3 connection, should contact the provider with which the contract is held to arrange for the data to be submitted through their N3 connection. It should be noted that where the data is not submitted directly to NHS England by the subcontracted organisation, the main contract holder and not the subcontracted organisation will be named against the published results.

How do I submit data?

Organisations enter their data into the UNIFY2 templates provided. The number of responses in each category (e.g. extremely likely) and number responses for each collection mode should be entered. The responses need to be split into two categories.

1.1 What are the category splits that need submitting for ambulance data?

FFT responses should be grouped into two categories:

- Patient transport services (PTS)
- Non-conveyed activity/ see and treat activity for the month

Further information on these categories can be found in the FFT Guidance:

http://www.england.nhs.uk/wp-content/uploads/2014/07/fft-imp-guid-14.pdf

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

1.2 Do I need to submit an eligible population?

Organisations must submit two figures, one for each category. The monthly figures required are:

- Number of patient transport journeys in the month
- A count of non-conveyed / see and treat activity for the month

1.3 Why are we submitting an eligible population?

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

1.4 When will the live template be available?

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

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

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

1.6 What will happen after I submit the data?

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

Annex 1 – Submissions deadlines for the first year

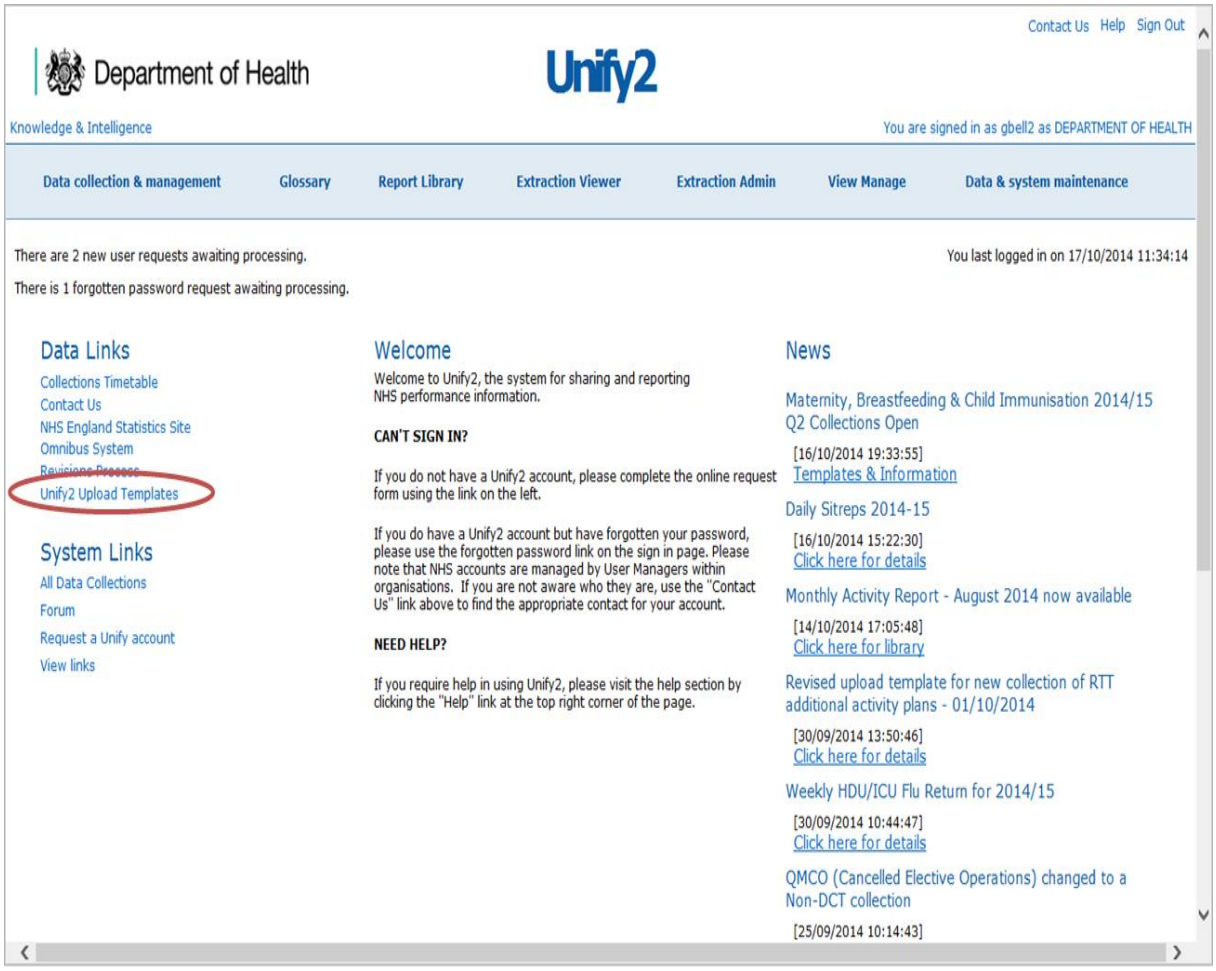
Organisations will be able to submit data starting from the first working day of the month and will have until the **thirteenth working day** (inclusive) to make their submission. Dates for the first year are shown below.

FFT feedback month	Submissions open (first working day of the month)	Submission closure (thirteenth working day of the month)
Apr-15	01 May 2015	20 May 2015
May-15	01 June 2015	17 June 2015
Jun-15	01 July 2015	17 July 2015
Jul-15	03 August 2015	19 August 2015
Aug-15	01 September 2015	17 September 2015
Sep-15	01 October 2015	19 October 2015
Oct-15	02 November 2015	18 November 2015
Nov-15	01 December 2015	17 December 2015
Dec-15	04 January 2016	20 January 2016
Jan-16	01 February 2016	17 February 2016
Feb-16	01 March 2016	17 March 2016
Mar-16	01 April 2016	19 April 2016

Annex 2 – Details of the UNIFY2 submission process

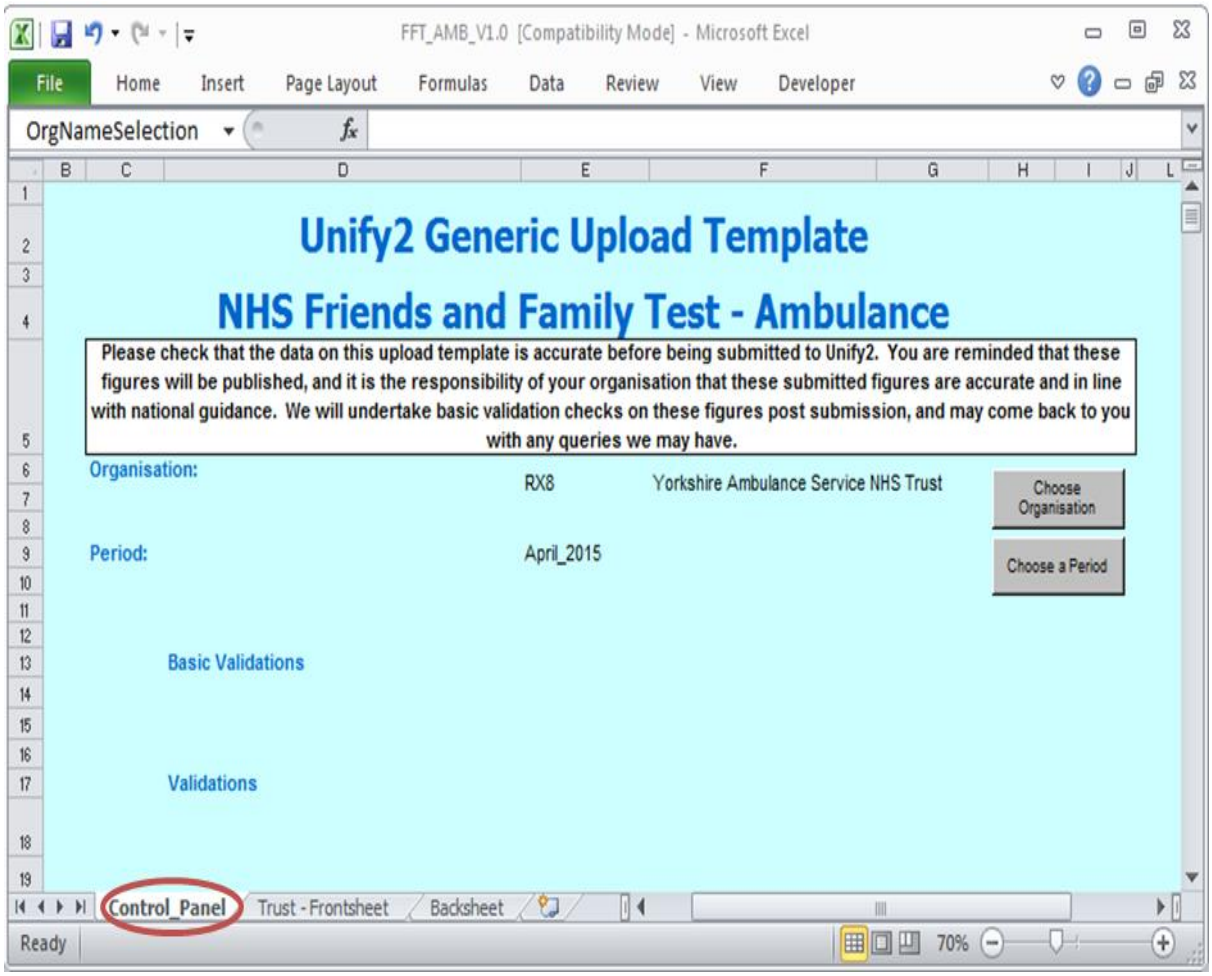
Use your login and password to access UNIFY2 at:
http://nww.UNIFY2.dh.nhs.uk/unify/interface/homepage.aspx

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

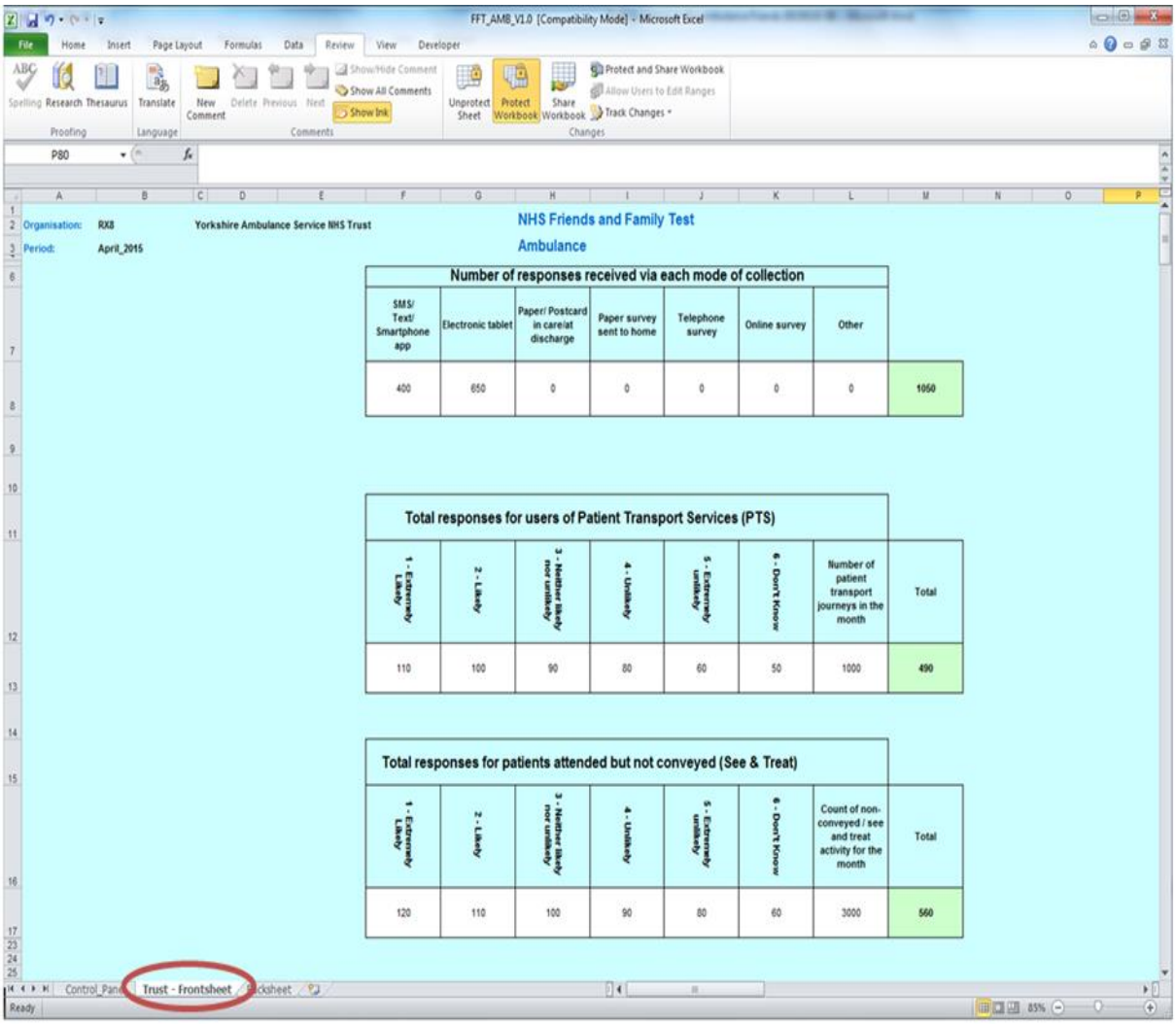


Once you have downloaded and saved the appropriate template(s) open it to enter your data.

On the first sheet of the template entitled 'Control Panel', select your organisation and period. The period relates to when your FFT responses were received. Your first submission in May should contain April's data so select Apr_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.



Organisation: RX8 Yorkshire Ambulance Service NHS Trust

Period: April_2015

NHS Friends and Family Test

Ambulance

Number of responses received via each mode of collection							
SMS/ Text/ Smartphone app	Electronic tablet	Paper/ Postcard in care/at discharge	Paper survey sent to home	Telephone survey	Online survey	Other	
400	650	0	0	0	0	0	1050

Total responses for users of Patient Transport Services (PTS)							
1 - Extremely Likely	2 - Likely	3 - Neither likely nor unlikely	4 - Unlikely	5 - Extremely unlikely	6 - Don'T Know	Number of patient transport journeys in the month	Total
110	100	90	80	60	50	1000	490

Total responses for patients attended but not conveyed (See & Treat)							
1 - Extremely Likely	2 - Likely	3 - Neither likely nor unlikely	4 - Unlikely	5 - Extremely unlikely	6 - Don'T Know	Count of non-conveyed / see and treat activity for the month	Total
120	110	100	90	80	60	3000	560

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

Organisation: RX8 Yorkshire Ambulance Service NHS Trust

Period: April_2015

NHS Friends and Family Test

Ambulance

Number of responses received via each mode of collection							
SMS/ Text/ Smartphone app	Electronic tablet	Paper/ Postcard in care/at discharge	Paper survey sent to home	Telephone survey	Online survey	Other	
400	650	0	0	0	0	0	1050

Responses for each category (patient transport services (PTS) and non-conveyed activity) should be input into the tables below, along with the relevant eligible population for each. Zeros should be entered where necessary.

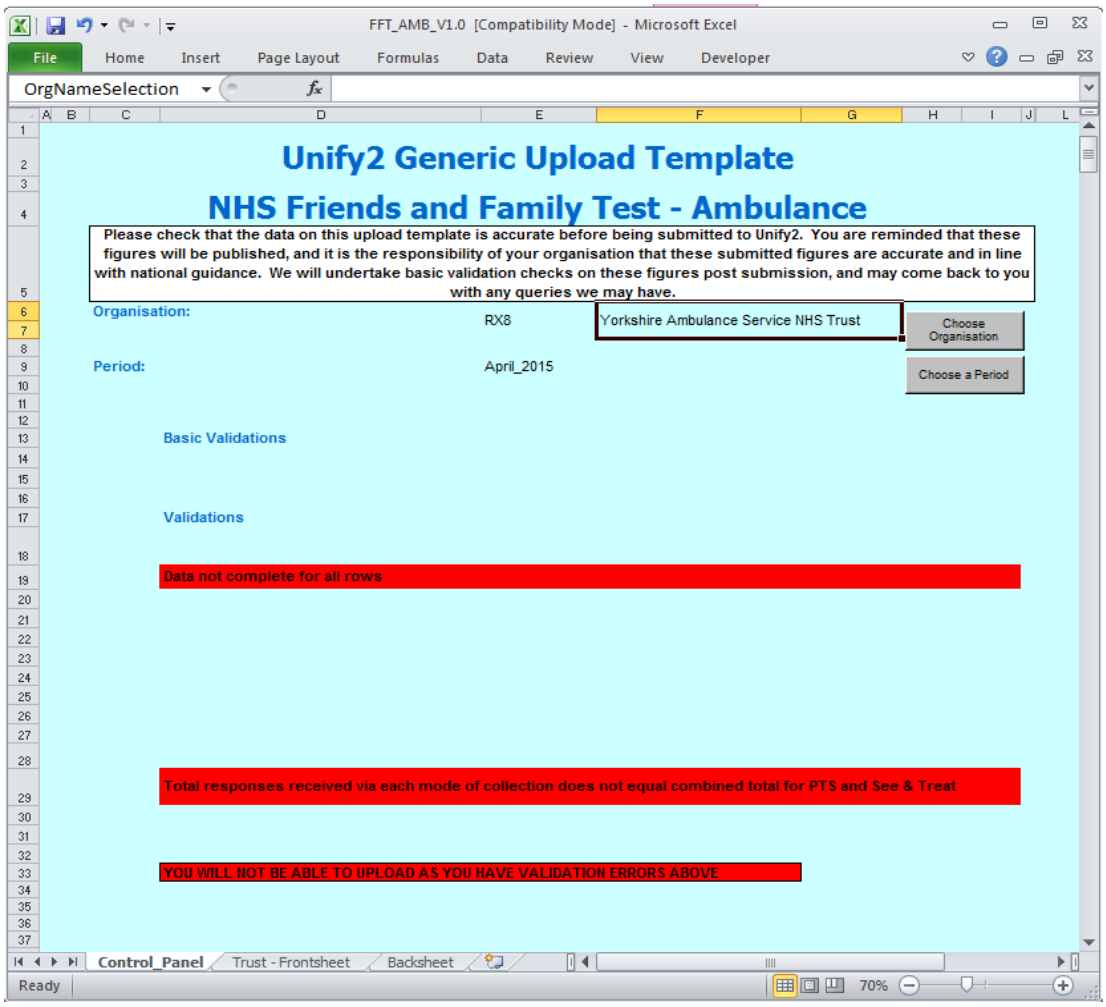
Total responses for users of Patient Transport Services (PTS)							
1 - Extremely Likely	2 - Likely	3 - Neither likely nor unlikely	4 - Unlikely	5 - Extremely unlikely	6 - Don't Know	Number of patient transport journeys in the month	Total
110	100	90	80	60	50	1000	490

Total responses for patients attended but not conveyed (See & Treat)							
1 - Extremely Likely	2 - Likely	3 - Neither likely nor unlikely	4 - Unlikely	5 - Extremely unlikely	6 - Don't Know	Count of non-conveyed / see and treat activity for the month	Total
120	110	100	90	80	60	3000	560

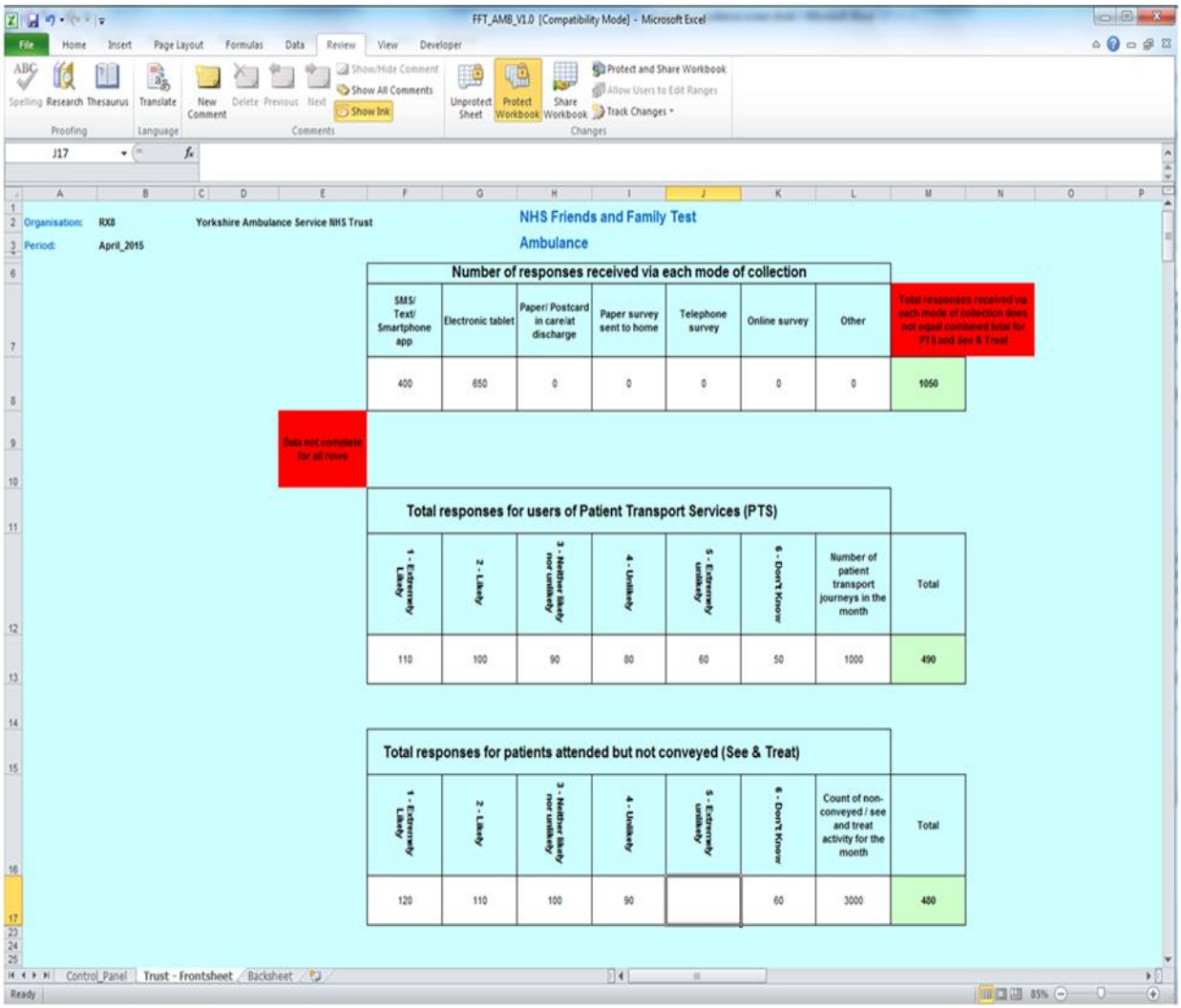
Categories of service available for Ambulance

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



Organisation: RX8 Yorkshire Ambulance Service NHS Trust

Period: April_2015

NHS Friends and Family Test

Ambulance

Number of responses received via each mode of collection

SMS/ Text/ Smartphone app	Electronic tablet	Paper/ Postcard in care/at discharge	Paper survey sent to home	Telephone survey	Online survey	Other	Total responses received via each mode of collection does not equal combined total for PTS and See & Treat
400	650	0	0	0	0	0	1050

Data not complete for all rows

Total responses for users of Patient Transport Services (PTS)

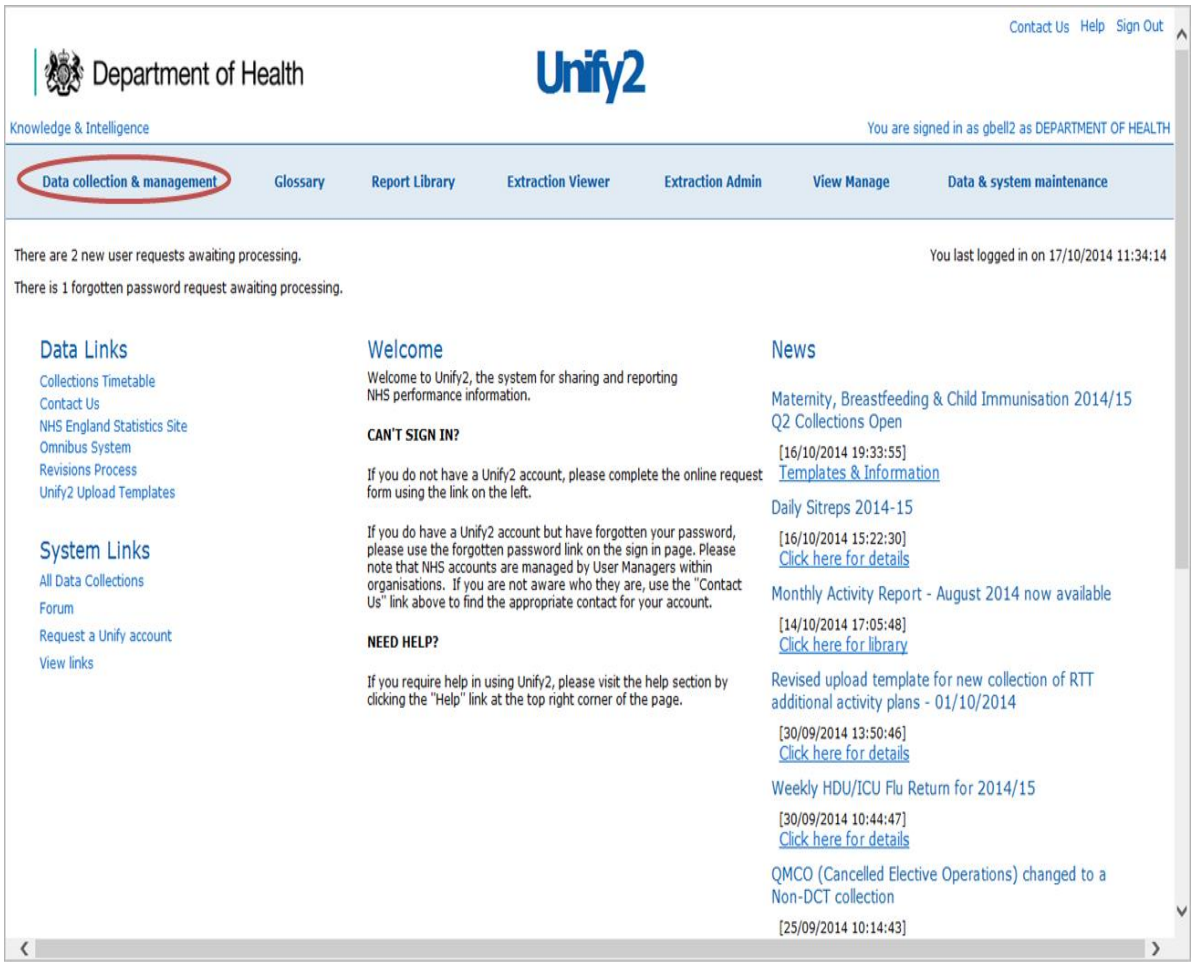
1 - Extremely Likely	2 - Likely	3 - Neither likely nor unlikely	4 - Unlikely	5 - Extremely unlikely	6 - Don't Know/	Number of patient transport journeys in the month	Total
110	100	90	80	60	50	1000	490

Total responses for patients attended but not conveyed (See & Treat)

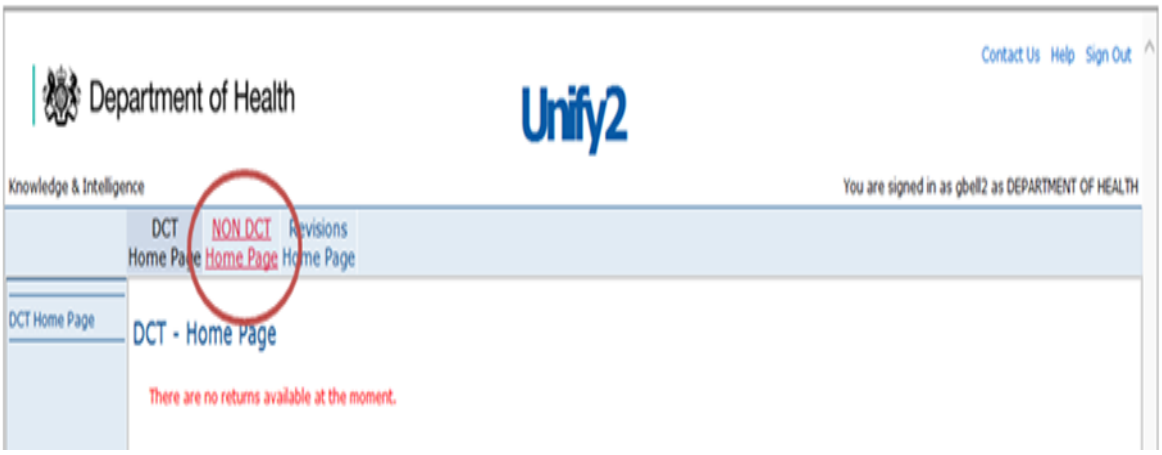
1 - Extremely Likely	2 - Likely	3 - Neither likely nor unlikely	4 - Unlikely	5 - Extremely unlikely	6 - Don't Know/	Count of non-conveyed / see and treat activity for the month	Total
120	110	100	90		60	3000	480

Example of validation errors on the Trust - Frontsheet

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



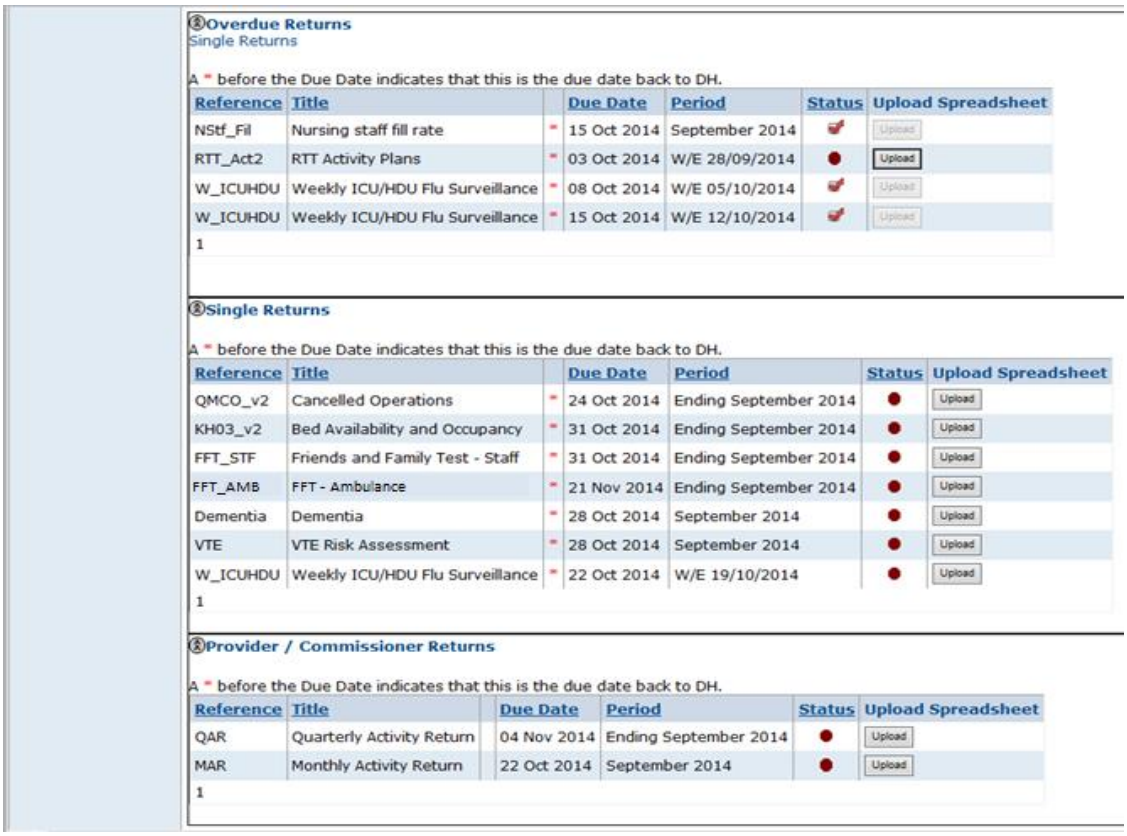
On the subsequent screen you are automatically taken to the 'DCT Home Page', but to access the required screen, select 'NON DCT Home Page'.



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
FFT_AMB	FFT - Ambulance	*	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

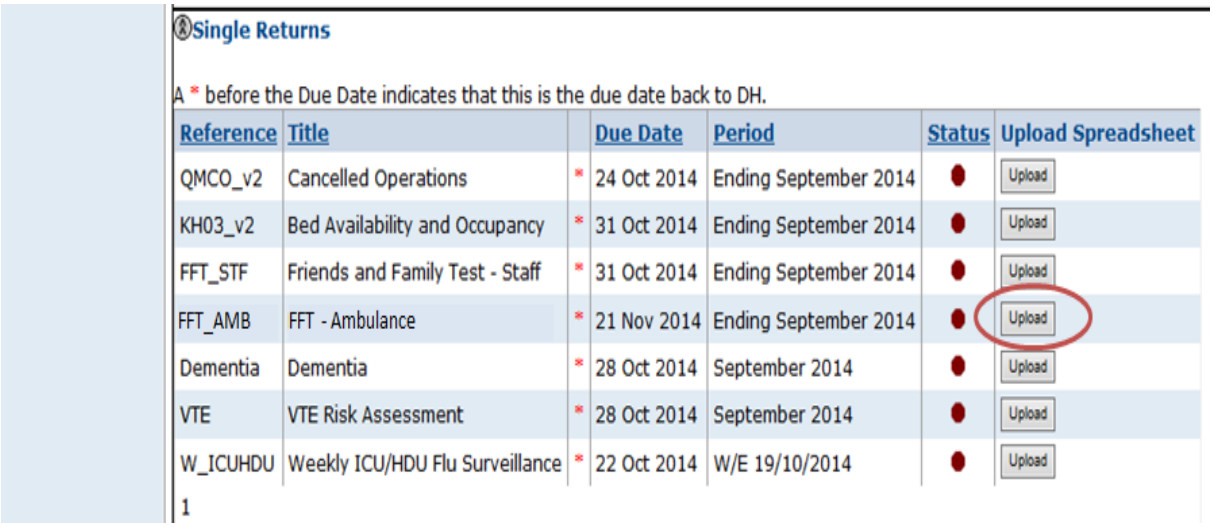
Provider / Commissioner Returns

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.



Single Returns

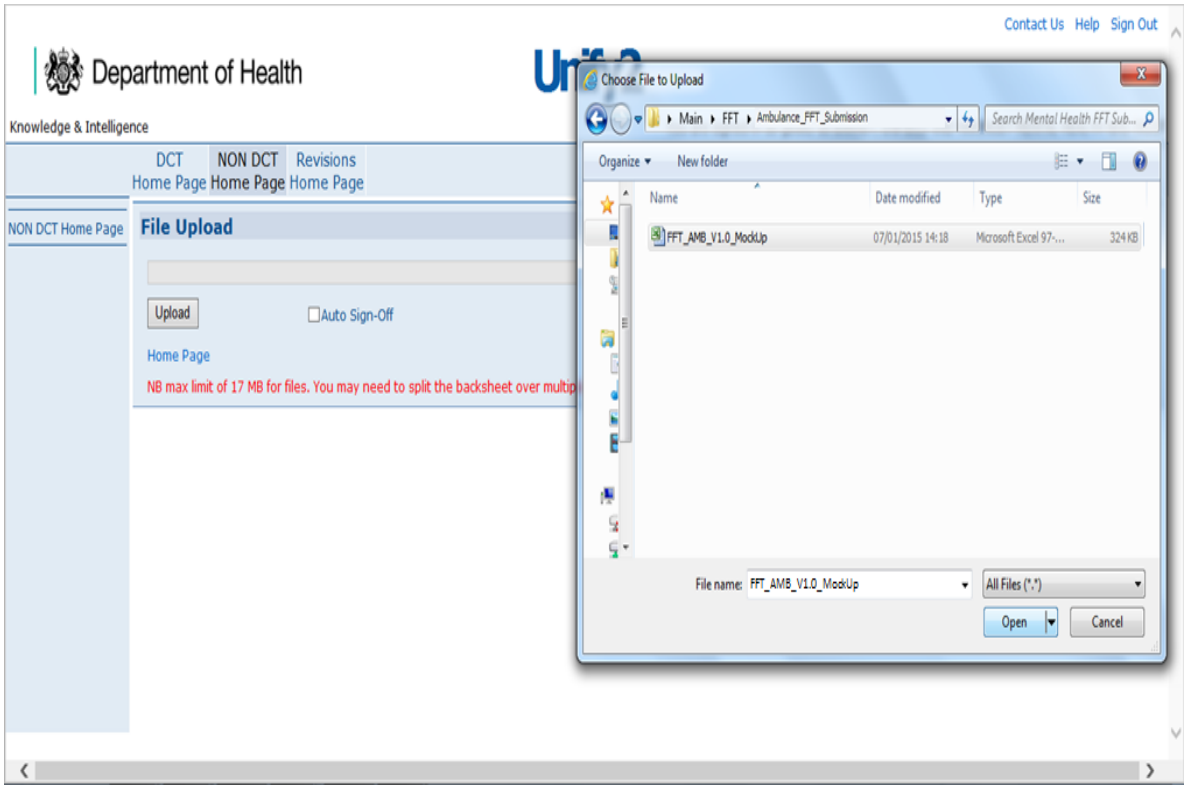
A * before the Due Date indicates that this is the due date back to DH.

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
FFT_AMB	FFT - Ambulance	*	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

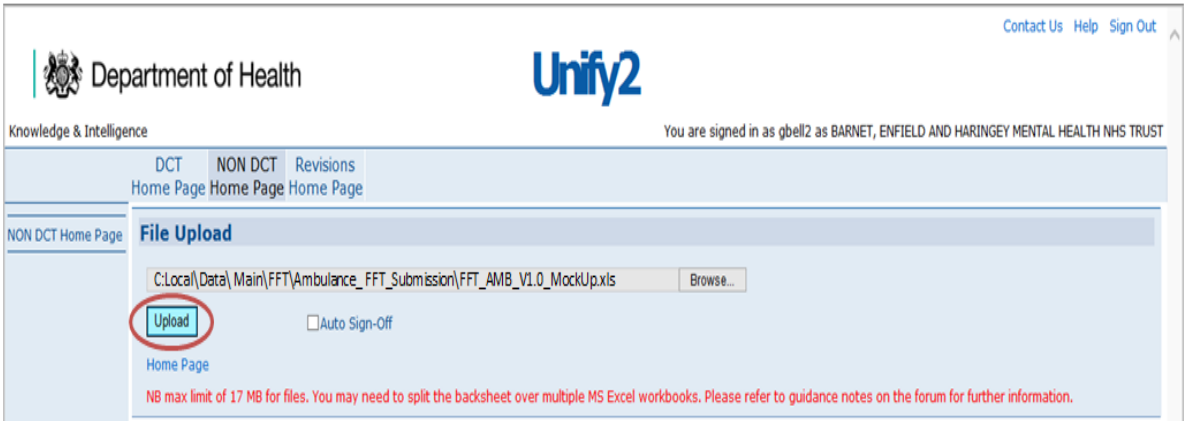
1

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 Signoff 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-upload.

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