



# Family and Friends Test Quality Improvement Project

Lewisham Enhanced Recovery Team

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# The Friends and Family Test

Quick and anonymous way for patients to give feedback about their NHS care

Digital format only since the Covid-19 pandemic started

*“...the greatest value in the FFT lies in the free-text comments that are provided by patients”*

(CQC)

## FFT Survey



We would like you to think about your most recent experience of our service.

### 1. Overall, how was your experience of our service?

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Don't know

### 2. Please can you tell us why you gave this answer?



# The team

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South London and Maudsley NHS Foundation Trust

Lewisham Enhanced Recovery Team:

- Clients with severe, long-term mental illness – mostly psychotic disorders
- Requiring support in a residential home or high support





# The QI project

**AIM:**

Improve FFT patient response rates

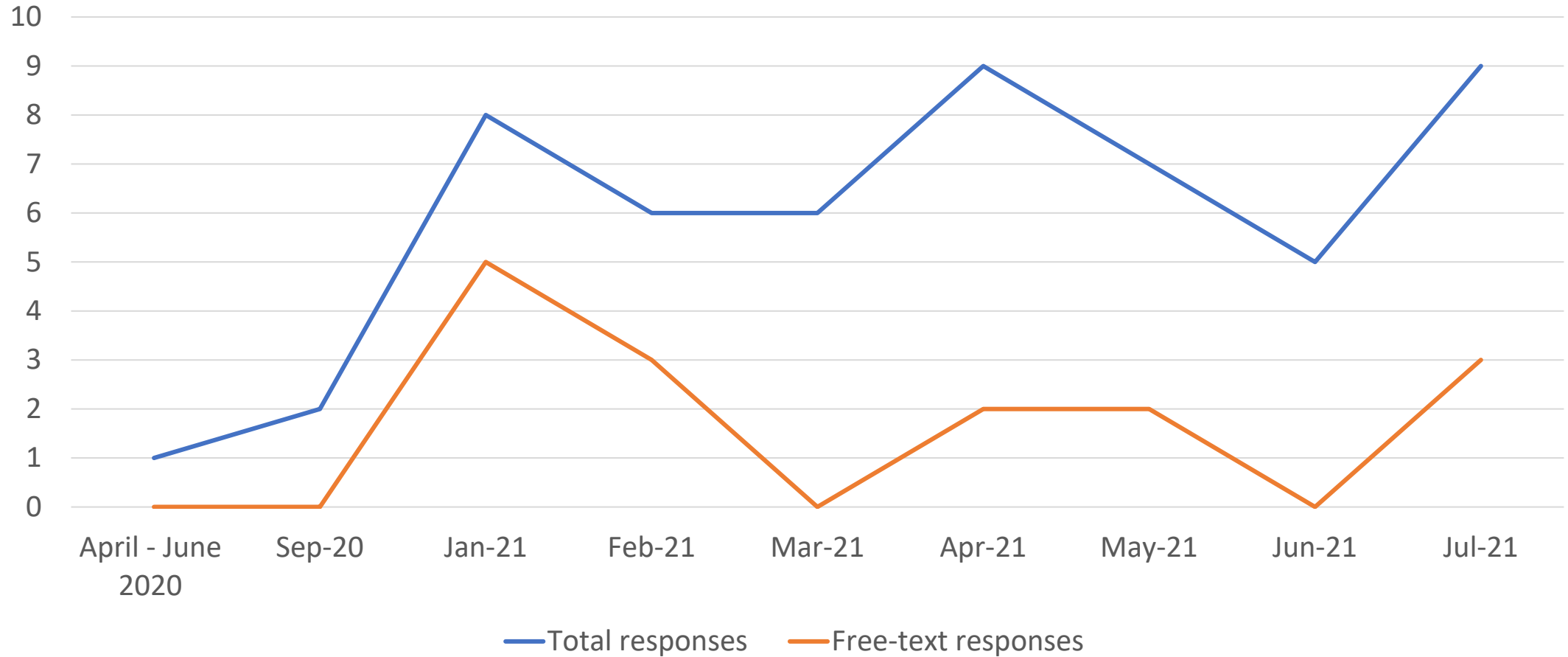
**OUTCOME:**

8 responses per month

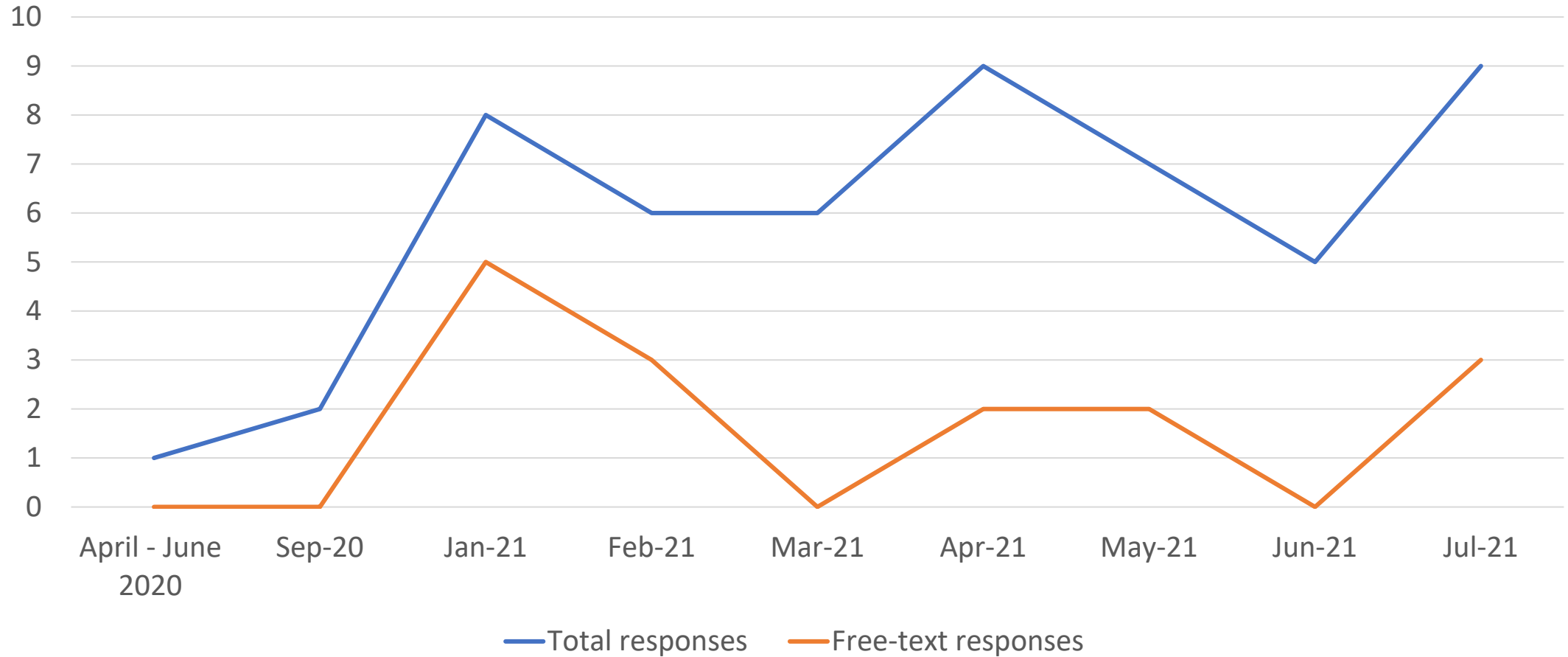
**WHEN:**

Feb - July 2021

## Enhanced Recovery Team Family and Friends Test QIP

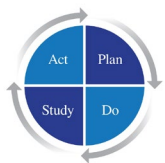
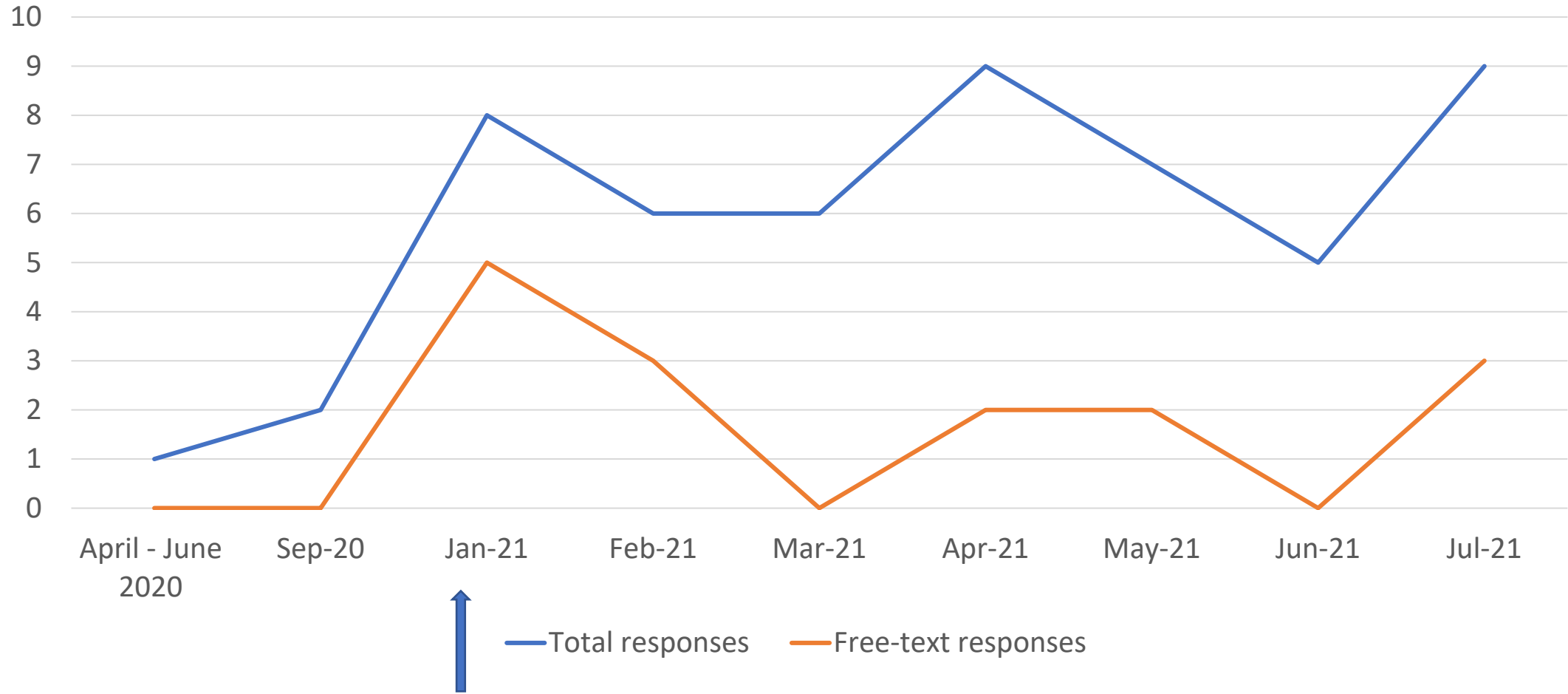


## Enhanced Recovery Team Family and Friends Test QIP



↑  
Digital survey  
Covid-19 pandemic

## Enhanced Recovery Team Family and Friends Test QIP



Family and Friends test champion

Increase patients' response rates

Patient engagement with form

Link to FFT in patient letters

"You say we did" circulated to patients/care homes

Discuss with patients at care home community meetings

Patient centred blurb

Care home staff helping patients with paper form

Email FFTs to care homes

Care coordinators calling care homes to remind them about the form

Discuss with care home staff

Care coordinator entering information online

Care coordinators calling care home staff to fill in results directly

Feedback to ERT about FFT results

All staff at ERT helping to fill in FFT

Monday zoning meeting FFT reminder

FFT champion

Remind patients/carers verbally during CPAs

Filling in FFT at community recovery groups and other alternatives?

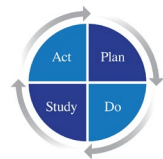
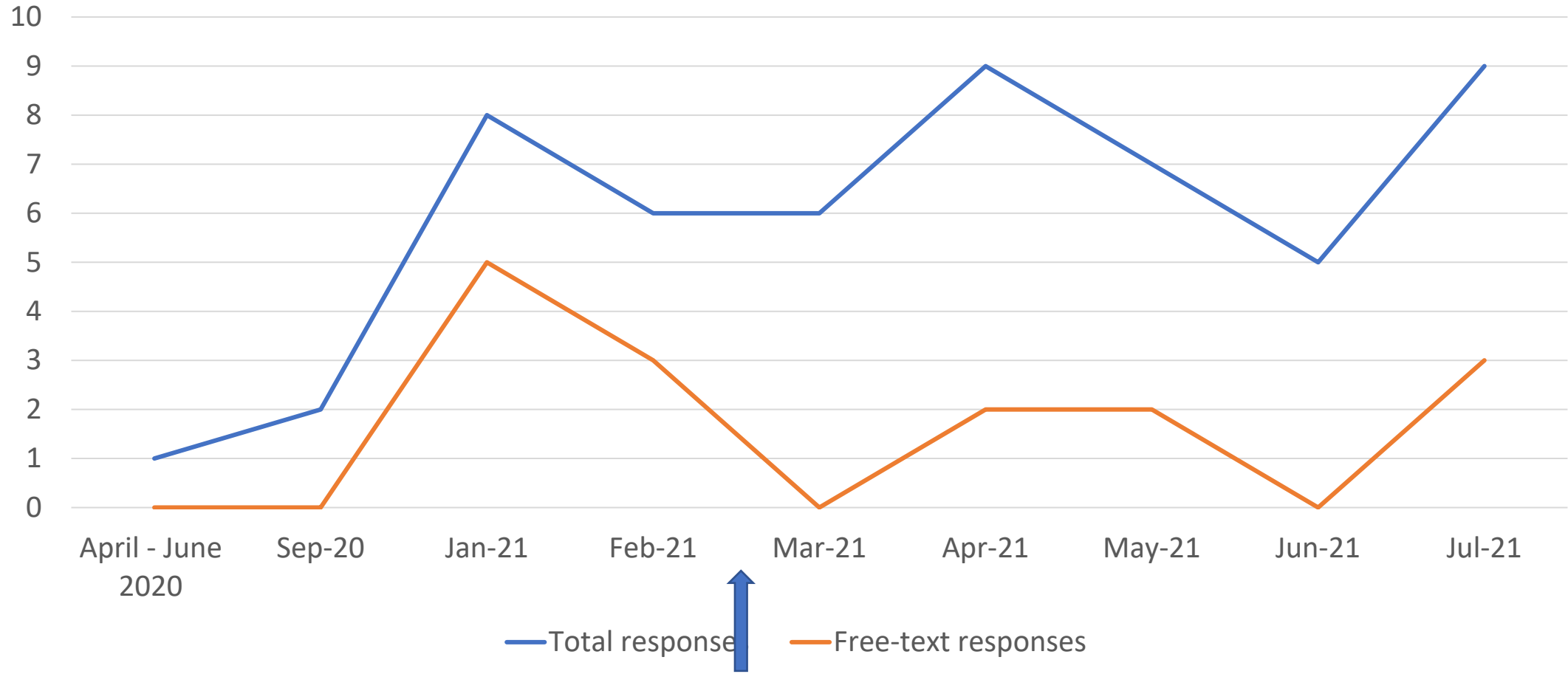
All staff to help patients fill in FFT when possible

Getting meaningful feedback that can be acted on

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# Enhanced Recovery Team Family and Friends Test QIP



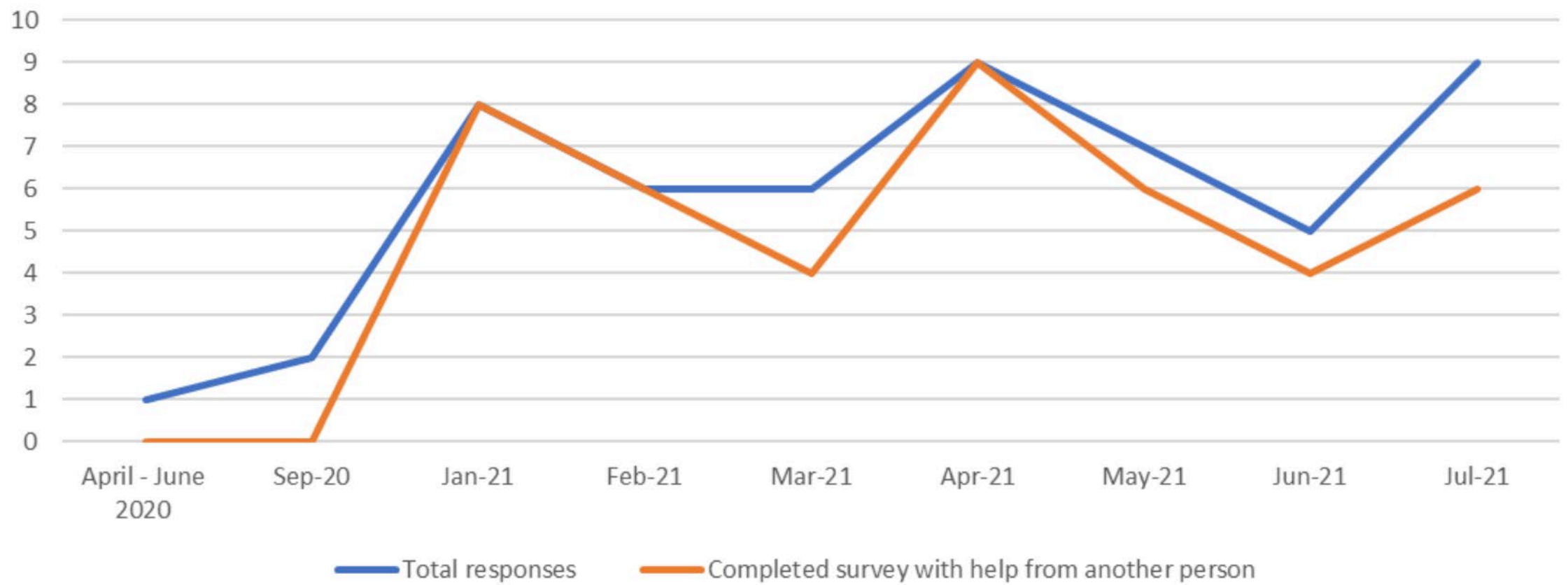
- Weekly reminders at MDT zoning meeting
- Integrate FFT into annual CPA meeting
- Discussions with care home staff

# Free text comments

Fewer free text responses after interventions implemented

- Respondents had opted for their comments not to be published
- Significant change?
- Quantity over quality?

## Enhanced Recovery Team Family and Friends Test QIP



# Learning points

It's possible to get electronic FFT responses from care homes

Most patients required help in filling in their FFT responses, and care home staff were crucial in doing this

Main driver of change in this QIP: FFT champion

Able to maintain increase in FFT responses but maybe a drop-off in free text responses