

# Surveys in the NHS



How does the NHS collect data to monitor its performance?



Respiratory leaders,  
November 2018



# Objectives

- Use current surveys and data collection in the NHS to consider the strengths and weaknesses of different approaches to data gathering/patient research
  - with primary focus on the Friends and family test (and equivalents in Scotland/Wales as appropriate)
- In order to inform our own data collection on patient experience



# Why does the NHS undertake surveys?





# Why does the NHS undertake surveys?

- what aware of at national level?
- what aware of at local level?
- what aware of at service/ practice level?

# Friends and family test

- What is it?





# Friends and family test

- What is it?
  - gather useful feedback from people who use services that can be fed directly to the staff that provide their care, in a simple format, in near real time
  - provide a broad measure of patient experience that can be used alongside other data to inform patient choice
  - identify areas where improvements can be made so practical action can be taken.

We believe that, if our services are good enough for you and your family and friends, then they'll be good for everyone.



# Friends and family test

- What is it?
- What is it actually measuring?



Patient experience?  
Patient satisfaction?  
Patient outcomes?





# Friends and family test

- What is it?
- What is it actually measuring?

"We would like you to think about your recent experiences of our service.

"How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?"

The responses are: 'Extremely likely'; 'Likely'; 'Neither likely nor unlikely'; 'Unlikely'; 'Extremely unlikely'; or 'Don't know'.

# Example



## Lings Bar Hospital

- Friends and Family Test score: Staff - Work
  - 43% staff recommend this hospital as a place to work. 313 responses. 8650 staff work at this trust.
- Friends and Family Test score: Mental Health
  - 91% Patients recommend this hospital. 395 responses.
- Friends and Family Test Score: Community
  - 98% Patients recommend this hospital. 845 responses.
- Friends and Family Test score: Staff - Care
  - 55% staff recommend this hospital for care. 313 responses. 8650 staff work at this trust.



# Additional question.....

**C3.** If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?

- 1  Yes, completely
- 2  Yes, to some extent
- 3  No
- 4  I didn't have anxieties or fears

# Dentist



- Appointments
  - How satisfied are you with the time you have to wait for an appointment?
- Dignity and respect
  - How satisfied are you that you are you treated with dignity and respect by staff?
- Involvement in decisions
  - How satisfied are you that the dental surgery involves you in decisions about your treatment?
- Information on treatment cost
  - How satisfied are you with the information given by the surgery on the cost of your NHS treatment?
- Outcome of treatment
  - How satisfied are you with the outcome of your treatment?



# Friends and family test

- What is it?
- What is it actually measuring?
- Why does the NHS undertake it?

Can be used locally to highlight and address concerns much faster than more traditional survey methods

# Friends and family test

- What is it?
- What is it actually measuring?
- Why does the NHS undertake it?
- How are data collected?





# Friends and family test

- What is it?
- What is it actually measuring?
- Why does the NHS undertake it?
- How are data collected?
- How important is it? Who pays it any attention?

It is part of the monthly KPIs which are discussed at the Board meetings. The main focus is the response rate, however, each quarter the data is part of a review of complaints and we discuss any trends both positive and negative.

*NED, acute Trust*



# Friends and family test

- What is it?
- What is it actually measuring?
- Why does the NHS undertake it?
- How are data collected?
- How important is it? Who pays it any attention?
- What impact does it have locally?





# Friends and family test

- What is it?
- What is it actually measuring?
- Why does the NHS undertake it?
- How are data collected?
- How important is it? Who pays it any attention?
- What impact does it have locally?
- **How good is it at doing what it intends?**



# Other surveys?

- General practice patient survey
- Health survey for England/Scotland
- General household survey – last run 2007

# GP PATIENT SURVEY

## Headline findings: August 2018

### About the survey

750,000 responses received\*

Results date back to 2007

#### Includes data on:

- 440,000 patients with a long term condition
- 137,000 carers
- 52,000 smokers
- and more...



750,000

### Overall experience of GP practice:

The majority of patients have had a good overall experience of their GP practice

84%

Good experience



### Healthcare professional:

96% say they have confidence and trust in the healthcare professional they saw †



95% say their needs were met at their last appointment †

### Access:

On the whole patients find it easy to get through to their practice by phone †

70% find it easy



54%

have a GP they prefer to see



50%

of these always or almost always/ a lot of the time see their preferred GP when they would like to

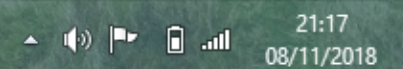


### Awareness and use of online services:

Awareness Use

### Making an appointment:

If patients did not take the





# GP patient survey - example

- Where patient experience is best
  - 94% of respondents find it easy to get through to this GP practice by phone
    - Local (CCG) average: 70% National average: 70%
  - 88% of respondents describe their experience of making an appointment as good
    - Local (CCG) average: 66% National average: 69%
  - 88% of respondents were satisfied with the type of appointment they were offered
    - Local (CCG) average: 69% National average: 74%
- Where patient experience could improve
  - 41% of respondents usually get to see or speak to their preferred GP when they would like to
    - Local (CCG) average: 48% National average: 50%
- Comparisons to the local (CCG) or national average may not be statistically significant.


# Other surveys?

- General practice patient survey
- **Health survey for England/Scotland**
- General household survey



### Adult obesity

26% of men and 27% of women were obese, and a further 40% of men and 30% of women were overweight



### Physical activity

**66%** of men **58%** of women met the guidelines for aerobic activity

### Well-being and mental health

Men and women living in more deprived areas had lower well-being scores, on average, than those living in less deprived areas



### Social care

**24%** of men **31%** of women aged 65 and over needed help with at least one Activity of Daily Living

### Prescribed medicines

24% of adults had taken three or more prescribed medicines in the past week



### Kidney and liver disease

Older people were more likely to report a doctor-diagnosed chronic kidney disease

Doctor-diagnosed chronic liver disease was most common among those aged 55 to 64

### Adult alcohol consumption

31% of men and 16% of women drank at increased or higher risk of harm



### Adult cigarette smoking

An estimated 4.4 million men and 3.5 million women are current cigarette smokers



### Children's health

**16%** of children aged 2 to 15 were obese

[Click here to find more child health topics](#)



# What are the strengths of the F&FT?



# What are the weaknesses of the F&FT?





How could it help you in your  
work?

What can we learn from it?

e.g. designing your own service evaluation