

1. Use multiple channels – only offering a single data collection method will reduce the appeal to and participation of certain patient groups.
2. Check raw data against UNIFY returns if using an outside supplier.
3. Make sure dates of discharge are accurately collected and reported with responses.
4. Always collect free text responses explaining the reasons behind a score, especially when joining surveys up within Maternity FFT.
5. Make sure Friends and Family reports are available at all times to front line staff in a timely manner.
6. Embrace transparency by engaging your organisation's communications team to ensure patients know how you are performing.
7. Talk openly with staff and patients about the Friends and Family test – acknowledgement provides validity, and engaging staff and patients is the only way in which the tool will work.
8. When reviewing Friends and Family test results, look at shared or internal team structures that affect care delivery; ideally, use staff Friends and Family test results in this process.
9. Be careful not to “blame” staff for the things they cannot change (such as staffing levels or the physical environment); point 4 is the only way to ensure change and adaptation is applied in the right areas.
10. Ensure reporting allows for the right person or department to receive the relevant feedback at the right time – not weeks after the event!

Confused or want to hear more about making the Friends and Family test work?

Drop us a line...



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Or visit our website:

www.friendsandfamilytest.co.uk

