



OUTCOMES

January 2013

NHS Friends and Family Test to get teeth



Recent Publications *Outcomes August 2012* has a focus on Diabetes outcomes and AQP

Our previous newsletters illustrate examples of where PROMS and PREMS are being used to measure the value of services as perceived by patients themselves. You can download the newsletters [here](#)

Friends and Family Test - Are you Ready?

CoMetrica has published a paper on the implications of the DH guidance on the introduction of this test. Download it [here](#)

Measuring MSK outcomes

Gloucestershire care services use the COM-Q service to measure their outcomes, you can download the highlights [here](#)

Market review paper compares different channels for capturing patient experience

CoMetrica has published a paper useful to anyone who is considering improving their means of measuring patient experience. You can download the paper [here](#)

DH publishes further FFT guidance

Speaking at the Kings fund on the 28th November, Jeremy Hunt claimed that the FFT is the closest we can get to a measure of "care as you would wish to be cared for". At the same time the DH published further guidance on implementation. Here is a summary of the key points:



Secretary of State for Health, Jeremy Hunt speaking at the Kings Fund Conference

- It will be a contractual requirement for all acute trusts to collect the FFT by April 2013.
- Results may impact income
- All NHS funded services in independent & private sectors will also have to collect the measure.
- Patients cannot be helped by staff to complete the measure nor should it be collected in a clinical setting such as at the bedside.
- Maternity to be included from October 2013 and extended "as rapidly as possible" to other services thereafter
- See a later article in this newsletter about the use of FFT for GPs

15% minimum response rates will be difficult for device collection methods to achieve

The volumes of respondents needed from every adult ward means that effectively all patients will need to be approached. This makes passive collection through touch screen devices unrealistic since many patients can't or won't use them and they cannot be in front of every patient. Patients can use a variety of channels but traditional paper or card questionnaires are the only means of complete coverage.

Accurate discharge ward name required

Apart from the obvious local benefit of knowing the results by ward, the DH has taken the pragmatic approach of requiring the main specialty of that ward to be included with the central returns to allow some analysis by specialty. This is a challenge for passive collection where patients may not know this accurately and will have to be provided with a list. Survey forms or cards sent or given to patients from the

COM-Q service can be automatically linked to the discharge ward so this can be captured accurately.

All adult wards included

Where devices are used to collect data, this means a device will need to be available to every patient in every ward plus A&E departments. For many trusts this will be uneconomic and alternatives have been sought. Most trusts will use some form of form or card given to patients on discharge which could mean a lot of work not just in issuing but particularly in collecting the results unless a fully managed service such as the COM-Q service is used.



Scoring algorithms not available yet

The initial interest in the Friends & Family Test focused on the Net Promoter Score and mention of this is conspicuous by its absence in the latest guidance. The reason for this is that the method of scoring and presenting the results is currently being researched on behalf of the DH and once this is concluded, the scoring algorithm and reporting guidance will be issued, hopefully in the next month or so since results are expected to be published in April.

Supplemental questions will be critical

The DH has strongly recommended that as a minimum, trusts ask patients why they have given the FFT rating that have. These free text comments can be supplemented by other quantitative and qualitative questions at a local level and questionnaires which are tailored to each type of ward/ A&E environment will be important in getting the maximum benefit from the FFT programme.

Results may impact trust income

The DH has said that CQUIN payments can already include experience scores and the FFT can be included from April. Midlands & East region already include FFT scores in their CQUIN payments.

A more detailed review of FFT implementation is available from CoMetrica and can be downloaded [here](#)

The DH has published a list of FAQs covering many questions, concerns and assumptions about the FFT which can be downloaded [here](#)

Conferences & Events supported by CoMetrica

- 17th September, Patient Experience Conference. London
- 28th September, North Devon Podiatry Managers
- 22nd November 2012, King's Fund PROMS Conference, London

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Prosthesis and Orthosis patients out- comes measured long term

RSL Steeper, one of the largest supplier of Prosthetic & Orthotic services to the NHS has taken up the COM-Q service at the Harold Wood Long Term Conditions Centre. They are using the COM-Q service to measure the impact of their service for patients in both clinical outcomes through the use of PROMS and patient experience including the Friends and Family recommendation test. Patients are measured automatically at the point of referral and at several stages afterward including an annual review. Alan Meyer, Clinical Services Manager at Harold Wood said "The COM-Q service has proved very easy to use with all the measuring done for us and rapid results visible on a daily basis. The constant stream of comments from patients has been very useful and we look forward to using the quantitative PROM results to understand the impact of our services better over time"



For more information this, contact [Stuart Mathieson](#) at CoMetrica.co.uk

COM-Q Upgrade

CoMetrica is pleased to announce that with the input of users, a new release of the COM-Q system will be released shortly. One of the new functions will be "Push Reporting" which will automatically run any reports on any specified day or regular days scheduled in the year and email them to the staff required.

This will save users a lot of time and provide a prompt for local teams to review their latest results on a regular basis without having to remember to look for them.

Clinical Commissioning Groups outcomes indicators published

The outcomes indicators for the new Clinical Commissioning Groups which will have taken over the commissioning role from all PCTS by April has been published. It is based closely on the NHS Outcomes Framework and the indicator set comprises the following themes:

1. Preventing people from dying prematurely
2. Enhancing quality of life for people with long-term conditions
3. Helping people to recover from episodes of ill health or following injury
4. Ensuring that people have a positive experience of care
5. Treating and caring for people in a safe environment and protecting them from avoidable harm

Within the Experience theme, the Friends & Family test features as a new addition (4c) to the NHS Outcomes Framework. Note also the intention to measure experience of outpatient care and care outside of acute healthcare such as integrated care, mental illness and end of life care in the table (right).

The DH is still reviewing how most of these will be measured and the success of the FFT in acute care is likely to influence direction here. Many organisations are already taking steps to include experience measurement in a more systematic way in advance of the future mandate so there are no surprises at a late stage.

For more information about how patient experience can be measured in a wide range of non-acute settings such as care, mental health and end of life, contact [Stuart Mathieson](mailto:Stuart.Mathieson@CoMetrica.co.uk) at CoMetrica.co.uk

4 Ensuring that people have a positive experience of care

Overarching indicators

- Patient experience of primary and hospital care**
- Patient experience of GP out of hours services (NHS OF 4a ii) ^
 - Patient experience of hospital care (NHS OF 4 b)
 - Friends and family test for acute inpatient care and A&E (NHS OF 4c)

Improvement areas

- Improving people's experience of outpatient care**
 - Patient experience of outpatient services (NHS OF 4.1)
- Improving hospitals' responsiveness to personal needs**
 - Responsiveness to in-patients' personal needs (NHS OF 4.2)
- Improving people's experience of accident and emergency services**
 - Patient experience of A&E services (NHS OF 4.3)
- Improving women and their families' experience of maternity services**
 - Women's experience of maternity services (NHS OF 4.5)
- Improving the experience of care for people at the end of their lives**
No CCG measure at present
- Improving experience of healthcare for people with mental illness**
 - Patient experience of community mental health services (NHS OF 4.7)
- Improving children and young people's experience of healthcare**
NHS OF indicator in development. No CCG measure at present
- Improving people's experience of integrated care**
NHS OF indicator in development. No CCG measure at present

Reducing questionnaire overload

The COM-Q system from CoMetrica combines clinical and non-clinical outcome and experience measures into one concise electronic form matched to each patient.

Measures are linked to each patients condition and the services actually used and so are more relevant

Multiple completion routes including the most popular - paper, increase response rates

The majority of ALL service users respond rather than the small samples achieved by passive systems.

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Bruce Keogh confirms publishing all surgeons outcomes within two years



During a recent BBC radio concerning the suspension of Cornwall Obstetrician & Gynaecologist Rob Jones over poor outcomes, Sir Bruce Keogh, the medical director of the NHS confirmed that the outcomes of all surgeons are to be published within 2 years.

Mr. Keogh commented that such a move was the best way to achieve improvements in clinical standards as it forces surgeons to concentrate on their own performance. He described that the publication would be as league table aimed at the public.

Ever since the Bristol paediatric cardiac surgery scandal, cardiac surgeons have openly published their individual performance for several years and they claim this has reduced untoward outcomes by 50%

The outcome measures used for this purpose are adjusted survival rates which can be compared at an individual cardiac surgeon level against expected norms. "Survival" is a crude measure and it is not yet clear what outcome measures will be used in other surgical specialties where success should be measured in terms of mobility, independence, pain, function and other more patient orientated outcomes.

For more information about measuring outcomes in other specialties, contact [Stuart Mathieson](mailto:Stuart.Mathieson@CoMetrica.co.uk) at CoMetrica.co.uk

David Cameron says 'friends and family' test should be extended to doctors' surgeries



The "friends and family test should be extended to GPs' surgeries, district nursing and community hospitals" said David Cameron in an interview with BBC Radio 5 live on Friday 4th January. He went on to say "It can act as a flashing light and I think that would avoid problems like we saw in Stafford. If the numbers start to dip down, then you know we need to do more investigations"

The rapid introduction we saw for the use of FFT for acute trusts indicate that all areas of healthcare should be ready for the introduction of FFT despite national results of the acute implementation not being reported until May. GP Surgeries will be encouraged to survey all their lists, not just regular attenders which will mean passive collection via waiting room touch screens will not be sufficient. A £50m incentive pot will be available to support extension of the friends and family test.

For further information about any of the articles in this newsletter or for further information about the COM-Q service or how CoMetrica can help your organisation measure patient's outcomes & experience, contact [Stuart Mathieson](mailto:Stuart.Mathieson@CoMetrica.co.uk) on 020 8785 2140 or via email

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