

Staff Friends and Family Test solution for 2017/2018

All NHS Trusts are required to run the Friends and Family Test for staff in their organisation, which asks the following questions:

- How likely are you to recommend this organisation to friends and family if they needed care or treatment?
- How likely are you to recommend this organisation to friends and family as a place to work?

We have developed three online packages to suit all budgets and requirements. All our approaches ensure a secure survey which is easy for staff to access, maximises response rates and includes easy to use online reporting.



Bronze
£2,000 pa



Silver
£4,000 pa



Gold
£9,000 pa

Survey overview	Bronze	Silver	Gold
Online survey which is protected using your staff NHS Assignment Number	✓	✓	✓
Surveys that are fully optimised for smartphones and tablets	✓	✓	✓
A fixed link to the survey that is personalised to your Trust e.g. your.trustname.com	✓	✓	✓
Technical support provided by your Picker project team	✓	✓	✓
Response to all queries within one working day	✓	✓	✓
A dedicated Picker project manager		✓	✓
A flexible timetable for each quarter, to suit your trust's needs		✓	✓
Questionnaire			
Staff Friends and Family test questions customised to your Trust	✓	✓	✓
Additional questions covering issues specific to your organisation (developed with support from Picker researchers)		Maximum of 7	Unlimited
Change additional questions from quarter to quarter			✓
Survey invitations and promotion			
Personalised emails sent to each member of your organisation to drive increased response rates and engagement		✓	✓
Reminder emails sent at regular intervals to non-responders		✓	✓
Posters to promote the survey to staff, that include a link to the survey and a QR code for easy access using a smartphone	✓	✓	✓
Fully customisable posters to promote the survey to staff and the results of previous quarters		✓	✓
Regular response rate updates by departments, divisions or staff groups		✓	✓
1500 postcard surveys + five collection boxes to target staff that don't respond to email invitations			✓
Analysis and reporting			
Results accessible 24 hours a day via our online reporting platform Picker Results (updated weekly)	✓	✓	✓
Standard reporting will meet all core requirements, including UNIFY2 reporting format	✓	✓	✓
Internal benchmarking reports, time period and response rate analysis	✓	✓	✓
Free text responses typed up, broken down by likelihood to recommend and exportable to Excel	✓	✓	✓
Customised Free Text report, including key themes, example verbatim and word clouds			✓
Additional in-depth reporting for 3 different breakdowns (e.g. individual reports for all of your departments, divisions and staff groups).		✓	✓
Excel reports of FFT free-text comments and recommend scores by localities emailed to you directly each quarter		✓	✓
Unlimited additional analysis			✓
A presentation of results at your trust			✓
Extras			
A free delegate pass to our National Staff Survey Workshop			✓
Postcard surveys; the four standard Staff Friends and Family questions, free post replies, three collection boxes	Available at additional cost	Available at additional cost	Available at additional cost
Kiosk and text message surveys			