

Staff Friends and Family Test Solution for 2019/20

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 meets mandatory reporting requirements.



Bronze



Silver



Gold

Online Survey Overview	Bronze	Silver	Gold
Ability to run a full census online survey for all your organisation's staff each quarter	✓	✓	✓
Staff receive a personalised email inviting them to take part in the survey	✓	✓	✓
Invitations contain a unique link, so staff do not need to login	✓	✓	✓
Reminder emails sent at regular intervals to non-responders	✓	✓	✓
Invitations and reminder emails can be tailored to your organisation's requirements		✓	✓
Option for a fixed link personalised with your organisation's name which staff can access using their assignment number	✓	✓	✓
Fully optimised survey for smartphones and tablets	✓	✓	✓
Mandated Staff FFT questions tailored to your organisation	✓	✓	✓
Additional questions; covering issues specific to your organisation and developed with support from the Picker team		Up to 7 additional questions	Up to 20 additional questions
Ability to change additional questions		Annually	Quarterly
Weekly response rate updates during fieldwork at an organisational level, as well as for up to 3 locality levels	✓	✓	✓
Ability to update email addresses that 'bounced' on the launch of the survey	✓	✓	✓
Project management and survey support	Bronze	Silver	Gold
A number of timetable options available for each quarter's survey to suit your organisation's needs	✓	✓	✓
A named project manager for your organisation	✓	✓	✓
Survey support provided by Picker	✓	✓	✓
Posters to promote the survey to staff and the results of previous quarters, including a link and QR code to access the survey	✓	✓	✓
Option for 1,500 postcard surveys every year covering the mandated Staff FFT questions to gather feedback from staff who do not regularly access email			✓
A free delegate pass to the Picker NHS Staff Survey workshop			✓
All data management and project management will be undertaken in compliance with our ISO 27001 and ISO 20252 accreditations	✓	✓	✓
Reporting	Bronze	Silver	Gold
Quarterly results provided in the NHSE mandated reporting format	✓	✓	✓
Online results dashboard displaying the quarterly results, including the mandated and additional questions, covering:			
• Internal benchmarking • Historical comparisons • External benchmarking	✓	✓	✓
Free text responses broken down by likelihood to recommend and locality level 1 & 2 (additional breakdowns available on request)	✓	✓	✓
Cross table functionality enabling trusts to interrogate their quarterly data	✓	✓	✓
Results from the online dashboard can be exported into common Microsoft Office formats	✓	✓	✓
Quarterly reporting including:			
• Free text analysis report including, positive and negative sentiment analysis, themes and staff recommendations			✓
• A bespoke management report from Picker's reporting suite			✓
All reporting outputs are designed to protect the anonymity of your organisation's staff	✓	✓	✓