

Staff Friends and Family Test Solution for 2020/21

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.



Online Survey Overview	Bronze	Silver	Gold
Ability to run a full census online survey for all your organisation's staff in Quarter 1, 2 and 4 powered by Picker's digital research platform	✓	✓	✓
Personalised email survey invitations to all staff	✓	✓	✓
Invitations contain a unique link, so staff do not need to login	✓	✓	✓
Reminder emails are sent at weekly intervals to non-responders	✓	✓	✓
Mandated Staff FFT questions tailored to your organisation	✓	✓	✓
Responsive survey design, fully optimised for smartphones and tablets	✓	✓	✓
Real time response rate information available 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	✓	✓	✓
Invitation and reminder emails tailored to your organisation's requirements		✓	✓
Optional fixed survey link which staff can access using their assignment number		✓	✓
Additional questions; covering issues specific to your organisation and developed with support from the Picker team		up to 10 additional questions	up to 20 additional questions
Ability to change additional questions		Annually	Quarterly
Project Management and survey support	Bronze	Silver	Gold
An experienced project manager for your organisation, supported by the wider Picker Service Delivery team	✓	✓	✓
A number of timetable options available for each quarter's survey to suit your organisation's needs	✓	✓	✓
All data management and project management will be undertaken in compliance with our ISO 27001 and ISO 20252 accreditations	✓	✓	✓
Generic posters to promote the survey to staff with option for you to include your logo		✓	
Tailored posters to promote the survey to staff and the results of previous quarters, including a link and QR code to access the survey			✓
A free delegate pass to the Picker NHS Staff Survey workshop			✓
Reporting	Bronze	Silver	Gold
Quarterly results provided in the NHSE mandated reporting format	✓	✓	✓
Organisation level access to Picker's digital research platform which provides:			
• Real time response rate information during fieldwork	✓	✓	✓
• Finalised survey results within one week of fieldwork closing	✓	✓	✓
Survey results accessible via Picker's digital research platform which includes:			
• Internal benchmarking with results broken down to up to eight locality levels • Historical comparisons from quarter to quarter	✓	✓	✓
• External benchmarking against other Picker trusts (where available)	✓	✓	✓
• Free text responses broken down by likelihood to recommend and locality level 1 & 2 (additional breakdowns available on request)	✓	✓	✓
Survey results from the online dashboard can be exported into PDF and JPG	✓	✓	✓
All reporting outputs are designed to protect the anonymity of your organisation's staff	✓	✓	✓
Additional quarterly reporting including:			
• Free text analysis reporting including positive and negative sentiment analysis, themes and staff recommendations			✓
• Additional dashboard displays from Picker's reporting suite, which can include:			✓
• Staff engagement scores • Ranking of data • Key Driver analysis chart • Priority/Focus question individual charts • thematic free text analysis			✓