

### The Challenge

In 2013 The NHS introduced The NHS Friends and Family Test (FFT) which was created to help Service Providers and Commissioners understand whether their patients and relatives are happy with the service provided, or where improvements are needed. It is a quick and anonymous way to a give view after receiving care or treatment across most of the NHS services. We trialled different ways of collecting the date, from comments cards, tokens, texts, but the results were not in line with our overall aspirations.

### The Solution

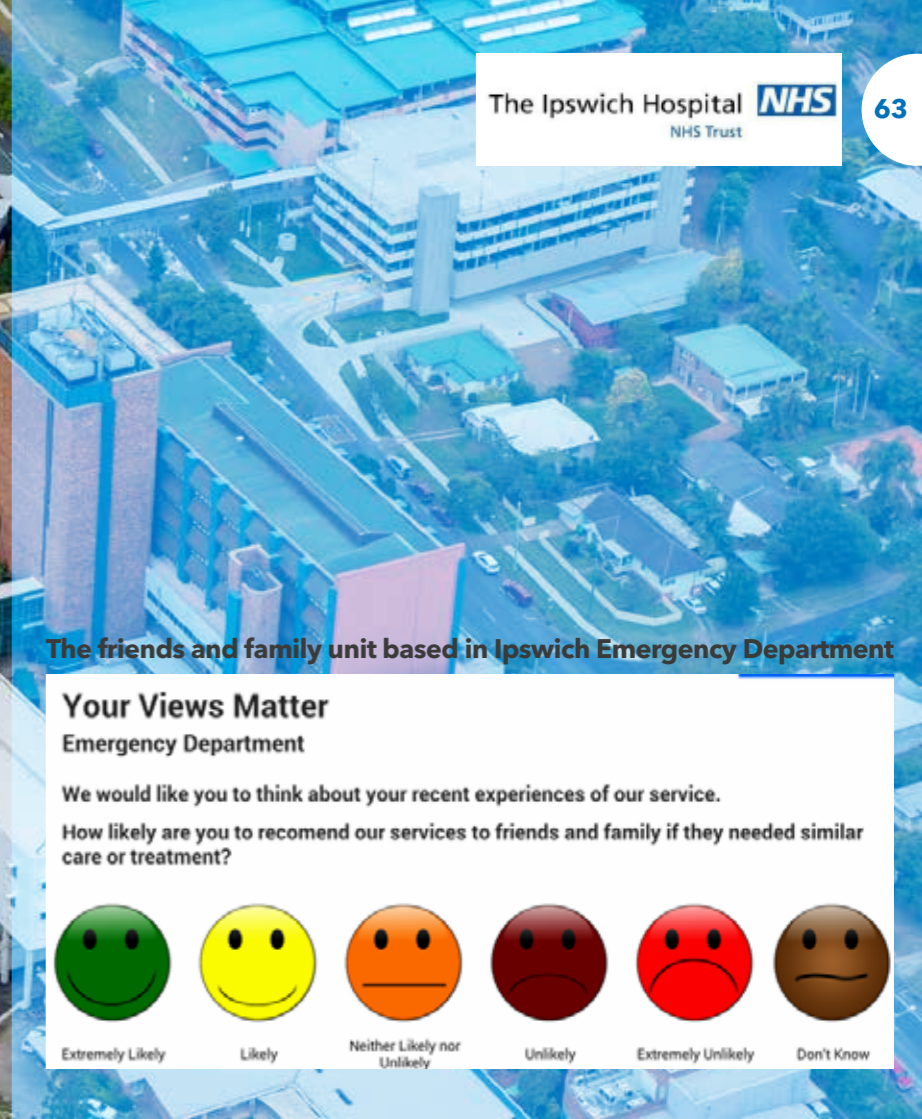
Committed to ensuring the accurate delivery of this data at Ipswich Hospital we wanted to try and improve the efficiency of how this data was collected and collated. With this in mind we embarked on discussions with My Improvement Network to ascertain whether technology could be developed that would help us in achieving our objective.

The Solution was a large 22" touch screen monitor that was positioned in the entrance to the Hospital within A & E. It displayed icons,

the user simply tapped on the screen with their responses and that was it! In addition to this, the results were collected within the back office of the system, which meant collection of the data was immediate. The Results have been amazing, in that we have increased our results from 3.5% to 14% and these are collected in 'real time.'

During the trial period of the Friends and Family Unit, which is quite simply a screen with smiley face/sad face selection. You simply tap the appropriate icon in relation of how you are

feeling it then gives you the opportunity to leave further comments it also gives the trust the opportunity to ask tailored questions for the visitor thought the process.



The friends and family unit based in Ipswich Emergency Department

**Your Views Matter**  
**Emergency Department**

We would like you to think about your recent experiences of our service.

How likely are you to recomend our services to friends and family if they needed similar care or treatment?

Extremely Likely    Likely    Neither Likely nor Unlikely    Unlikely    Extremely Unlikely    Don't Know