**Tracking patient experience to improve care and clinical outcome**

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**AIM**

Patient experience is a key theme of recent healthcare reform and has been shown to correlate with certain clinical outcomes including mortality.

The Friends and Family Test (FFT) introduced in April 2013, is a headline metric that hospitals must publish about patient experience.

The test asks: “How likely are you to recommend our ward/Emergency Department to friends and family if they needed similar care or treatment?”

Our Trust embraced this with the development of a web and telephone based survey- ‘Your Care Matters’

Completed after discharge patients can rate their experience, commend individual staff and answer the Friends and Family question (see figure 1)

The FFT score is based on a weighted score of negative versus positive responses:

- **Negative**
  - Score: 12
  - 24
  - 64

- **Positive**
  - Score: +52

**Results**

An overall inpatient response rate of 17% was achieved (10043 discharges), exceeding the Government target of 15%. The response rate for AMU was 11% (1538 discharges).

The top five predictors of a better FFT score were: being treated with dignity and respect (r=0.66), confidence in the nurses (0.60) and in the doctors (0.54), cleanliness of the ward (0.50), and privacy and dignity during examinations (0.42).

Similar correlations were found for overall experience ratings. 805 staff received commendations (56 for AMU).

**Conclusions:**

Web based feedback systems (ie NHS Choices) have been shown to be a reliable method of obtaining patient feedback.

Our use of this web based approach to collecting patient feedback has allowed us to identify key predictors or the FFT score. More importantly, it allows the Trust to identify and address urgent issues that area affecting our patients in an efficient manner. Each ward has it’s own issues that may differ from others and this tool allows tailor-made ward action plans to be made and offers a great opportunity to involve our patients in developing our hospital and it’s services. Tacking over time then allows us to audit our implementations ensuring our service is improving over time.

The additional benefit patient’s freetext to make staff commendations aims to motivate and empower staff to drive quality further. For doctors it may be a particularly useful tool for patient feedback collection with the advent of GMC revalidation.

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