



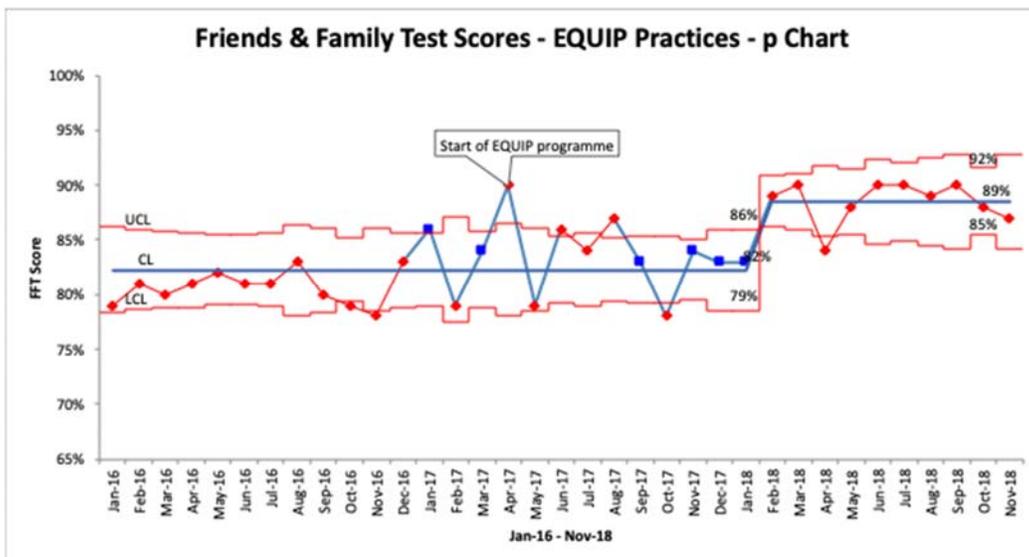
ENABLING QUALITY IMPROVEMENT IN PRACTICE

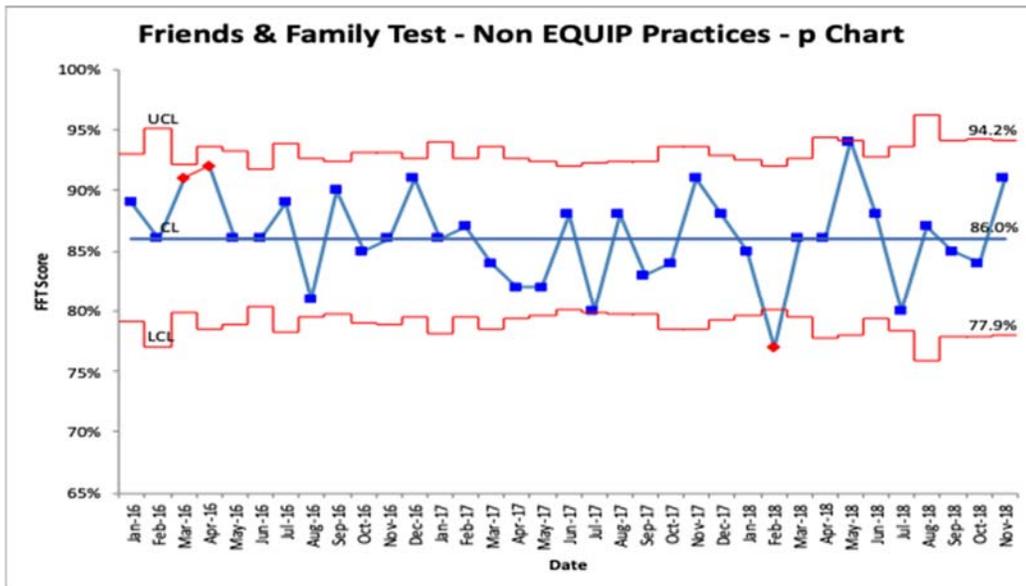
# Tower Hamlets Our Latest Newsletter (04/02/2019)



## Friends and Families

Through EQUIP we aim to support Tower Hamlets general practices to be *'the best place to work and the best place to receive care'*. One of the outcome measures we use for *'best place to receive care'* is the Friends and Family Test (FFT) score. Now we know that FFT is not without its problems as a way of capturing patient experience and it should be looked at as part of a wider view on feedback from patients, carers and service users. All that said, it has the benefit of being collected nationally so you can compare with other parts of the NHS.





Here's the FFT data for EQUIP and non-EQUIP practices (in Tower Hamlets) since January 2016. The EQUIP programme kicked off properly in April 2017.

### What do the charts show?

- The charts show the percentage of patients who *'would recommend'* a service to their friends and family
- They are p-charts – a type of control chart
- The blue lines are the mean or average. The red lines are the upper and lower control limits. These help us to clearly see the types of variation in the system:
  - **Common cause variation**– those causes that are inherent in the system over time, affect everyone working in the system, and affect all outcomes of the system. This is the 'noise' in the system.
  - **Special cause variation** – those causes that are not part of the system, but arise because of specific circumstances. This is the 'signal' in the system.
- From February 2018, practices in the EQUIP programme have shown sustained special cause variation: **A positive shift in the percentage of people to that would recommend their practice to their friends and family from 82% to 89%**. For the purpose of comparison – the London average for FFT scores is 89% and in England is 90%. We've looked into the individual practice FFT data and have found that the positive change is generalised and not attributable to any single practice in the EQUIP programme.
- The average FFT scores of practices not in the EQUIP programme have stayed stable through the same time period at 86%.

So we can't (yet!) claim that Tower Hamlets is the best place to receive care (not that we're competitive or anything, but that England average better watch out). I guess the next question is what these increases in FFT scores mean in the real world? I

think they reflect the changes that patients notice as a result of the huge efforts practice teams have been putting into their improvement work. Is it the newly spruced-up waiting rooms, fully using the skill-mix of the team, more use of online services and digitally enabled primary care, improved telephone answering, easier access to lab results, increased use of eConsults, more engaged Patient Participation Groups, new travel clinics, use of longer appointments...?

The list of great projects goes on and on.

I *would definitely recommend* keeping on sharing those fantastic improvements, teams. Keep up the amazing work.

Tom