

Improving FFT Response Rate on Charlotte Ward

True North
Recognised as a listening organisation patient centred and compassionate.

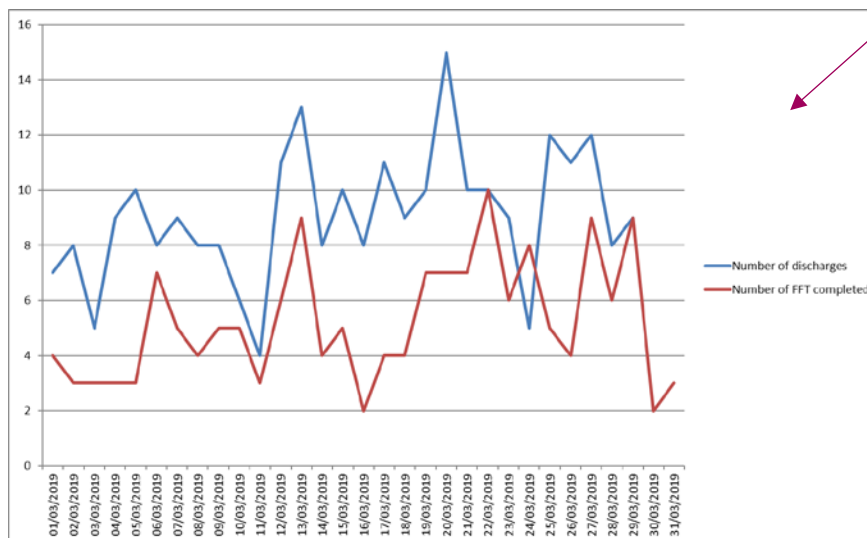
Problem Statement

Our FFT response rate has averaged 35% over the last 12 months. This is impacting on the quality of patient feedback we receive.

Vision/Goals

Vision: 100% FFT response rate
Goal: To consistently achieve a 50% FFT response rate.

Current Situation & Root Cause Analysis



Graph to illustrate the number of discharges vs the number of FFT cards completed:

FFT response rate is not matching our number of discharges

Cards not accessible across the whole ward

Not part of the daily routine in the ward

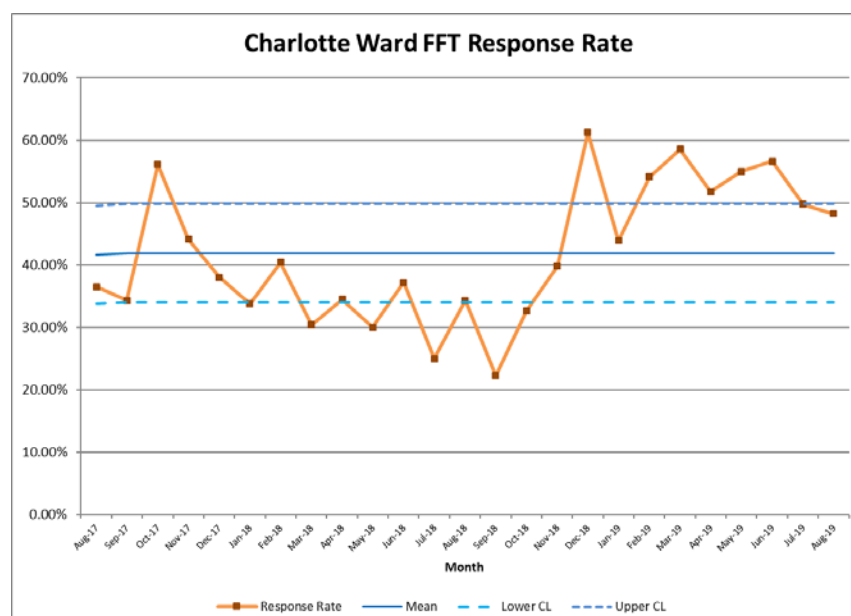
Not enough prompts across the ward to hand cards out or back

Countermeasures

Concern	Cause	Countermeasure
Staff remembering to hand out FFT cards	Need to incorporate into daily routine	Include a question in the status exchange
Access to FFT cards for patients	Cards are not displayed across all of the ward	Clipboards in each bay Increase the number of card holders
Patients remembering to fill in FFT cards	Not enough visual prompts across the ward.	Decorate the FFT box Poster in the day room

Outcomes

We are now hearing consistently from 50% of our patients.



Team Members



- Leah Arpino
- Jackie Dixson
- Alison Talbot
- Trudy Young
- Bev Williams
- Helen Wickett (not pictured)