

What does excellence look like?

Guy Deeming,
BOS Commissioners' Day,
June 24th 2016



Guy Deeming

- Specialist Practitioner Teesside
- Chair Orthodontic Specialist Group, British Orthodontic Society
- Chair Durham, Darlington and Teesside MCN
- Part time clinical teacher Newcastle Dental School
- Past member of Orthodontic Commissioning Guide working party





BOS Commissioners' Day, June 2016

Health: *A complete state of physical, mental and social well-being and not merely the absence of disease*



World Health
Organization



Monitoring orthodontic excellence

- Improved dental health / general health (WHO defⁿ)
 - Straight teeth / functional bite
 - ‘Satisfied’ patients
- Safe, well governanced services
- Treatment delivered:
 - Right person
 - Right time
 - Right place
- Cost effective



Monitoring orthodontic excellence

- NOT widget counting



Ideal metrics

- Identify best practice / quality
- Encourage best practice and stability for services
- Simple to use, collate, report and analyse
- Measure what needs to, not what can be measured
- Standardised across settings for the same cases
BUT reflects differences where appropriate
- Encourage service development
- Drive improvement/innovation
- Safeguard patients



Transitional commissioning of primary care orthodontic services



Single Operating Model



Dental Assurance Framework Report Ortho

Update from previous report:

Old PCT codes have been included in the report, however any contract created after 1st April 2013 will not have a PCT code attached to it, therefore the field will be blank.

Therefore the Local Authority name has been added to the report in order to give a geographical reference, this will be used in the future with the old PCT codes being phased out.

Detailed notes and Guidance are provided separately.

Using this report

- Please Note that this report is built in a dashboard style.
- Therefore several parts are derived from calculations carried out once a drop down has been selected.
- If cells are altered or deleted then the report may not function correctly
- If it is necessary to alter the report then it is recommended that this is done by making a copy of the report, leaving the original intact.
- If parts of the report are required to be copied into another excel document this must be done by using the Paste Special function or by saving as a pdf report.



Transitional guidance

1. UOA cost / 'value for money'
2. Ratio of assessments : case starts
3. Peer Assessment Rating (PAR)
4. Case completions
5. Assessment to case start within 18 weeks



12.3 Dental Assurance Framework – Orthodontic indicators

Indicator	Metric
Assessment	
O1. Assessments by category	% of assessments that are: Assess and accept Assess and refuse Assess and review
O2. Age at assessment	% of reported assessments and review where patient is aged 9 years or younger
Treatment	
O3. Cases reported concluded as a function assess and fit appliance	Ratio of reported concluded (completed, abandoned or discontinued) courses of treatment to reported assess and fit appliance.
O4. Type of appliance used	% of concluded (completed, abandoned or discontinued) courses of treatment reported as using removable appliances only (all outcomes, including completed, abandoned or discontinued)
Outcomes	
O5. UOAs reported per completed case	Ratio of the number of UOAs reported per reported completed case (not including abandoned or discontinued cases)
O6. Reported PAR scoring	Expected number of cases PAR scored based on completed courses of treatment reported versus actual number of cases reported PAR scored (year to date).
O7. Abandoned or discontinued care	% of concluded (completed, abandoned or discontinued) courses of treatment where treatment is reported as abandoned or discontinued



12.3 Dental Assurance Framework – Orthodontic indicators

- The good:
 - Indicate service performance set against contract and service specification
 - Large volumes of data available
 - Collected by BSA



12.3 Dental Assurance Framework – Orthodontic indicators

- The bad:
 - Easily used as analogous for quality – DAF is not a measure of quality but contract delivery
 - Too easy to collect too much data!
 - Encourages ‘widget counting’ not always in best interests of patients



12.3 Dental Assurance Framework – Orthodontic indicators

Indicator	Metric
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QUANTITATIVE
SERVICE DESCRIPTORS



Are we all being measured the same?

Secondary Care

- Contract monitoring
 - New patients/follow-ups
- Commissioning for Quality and Innovation Payments (CQUINs)

Data for new pathway planning - Orthodontics			
IOTN score at beginning of treatment:		actual	Monthly
% identified as Treatment Complexity 1		actual	Monthly
% identified as Treatment Complexity 2		actual	Monthly
% identified as Treatment Complexity 3a		actual	Monthly
% identified as Treatment Complexity 3b		actual	Monthly
% scored IOTN 3	0.5%	actual	Monthly
% scored IOTN 4		actual	Monthly
% scored IOTN 5		actual	Monthly
Number of patients treated aged over 18 at start of treatment		actual	Monthly
% treated by student			
Undergraduate		actual	Monthly
Postgraduate		actual	Monthly



Monitoring orthodontic excellence

- Has treatment achieved:
 - Straight teeth / functional bite?
 - Satisfied patients / improved health?
- Was it carried out in:
 - Safe, well governed environment?
- Was it:
 - Right person?
 - Right time?
 - Right place?
- Is it cost effective?



Monitoring orthodontic excellence

- Has treatment achieved:
 - Straight teeth / functional bite?
 - Satisfied patients / improved health?
- Was it carried out in:
 - Safe, well governed environment?
- ~~Was it:~~
 - ~~Right person?~~
 - ~~Right time?~~
 - ~~Right place?~~
- ~~Is it cost effective?~~



Monitoring orthodontic excellence

- Straight teeth / functional bite
 - Qualitative – PAR
 - Quantitative – case completions / case and appliance mix
- Satisfied patients / improved health
 - Qualitative - PREMS/PROMS
- Safe, well governanced services
 - Qualitative/Quantitative - Critical incidents / complaints
- ~~Right person, right place, right time~~
 - ~~Quantitative~~
- ~~Cost effective~~
 - ~~Quantitative/qualitative~~



PROMS



BOS Commissioners' Day, June 2016

16.1.5 Generic PROMs

- Q: “Are you able to speak and eat comfortably”
- Q: “Did you have any problems in the hours after the procedure was carried out?”
- Q: “Are you still suffering ill effects from the procedure that you had?”
- Q: “Did you seek advice or assistance relating to the procedure and its effects in the days after the procedure?”



PROMS



BOS Commissioners' Day, June 2016

Alternative PROMS

- Q “How do you feel now you are here?”
- Q “Do you feel better than before?”
- Q “Can you do things easier/better here?”



16.1.5 Generic PROMs

- Q: “Are you able to speak and eat comfortably”
- Q: “Did you have any problems in the hours after the procedure was carried out?”
- Q: “Are you still suffering ill effects from the procedure that you had?”
- Q: “Did you seek advice or assistance relating to the procedure and its effects in the days after the procedure?”



16.1.5 Generic PREM_s

- Q: “Did you feel sufficiently involved in the decisions about your care?”
- Q: “How satisfied are you with the NHS dentistry received?”



Orthodontic specialty PREM

- Q “Were you able to book an appointment with your NHS Orthodontist at a time that suited your schedule? e.g. able to book an appointment outside school hours if necessary, etc.”



PREMS



BOS Commissioners' Day, June 2016

PREMS



BOS Commissioners' Day, June 2016

Alternative PREMS

- Q “How comfortable was your journey?”
- Q “Were you looked after well?”
- Q “Would you recommend this transport?”



Service descriptors

- Q “How many seats are there?”
- Q “How fast was it?”
- Q “Was there a toilet on board?”



12.3 Dental Assurance Framework – Orthodontic indicators

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O1. Assessments by category	% of assessments that are: Assess and accept Assess and refuse Assess and review
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QUANTITATIVE
SERVICE DESCRIPTORS



The BOS proposal

- Quantitative measures of quality
- Qualitative measures
 - Clinical outcomes
 - Patient outcomes
- Standardised regardless of setting



Quantitative measures of quality

- Case completion data (DAF/BSA) -10%
- Critical incident/ complaint recording
- (Case/appliance mix (DAF/BSA))
- ~~Assesment:Start~~
- ~~Waiting times/18 weeks~~
- ~~UOA cost~~



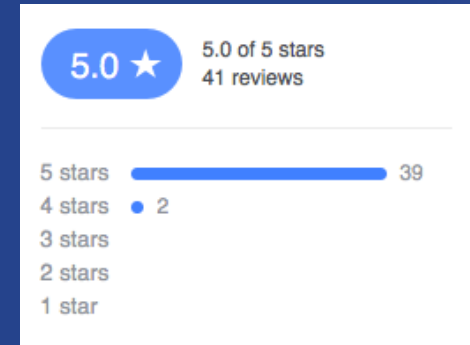
Qualitative measures – STRAIGHT TEETH / FUNCTIONAL BITE?

- PAR scoring
 - All completed cases by calibrated examiner
 - 10% peer review 'dipping' via MCN
 - Mean PAR score reduction >70%
 - Worse / no different <5%



Qualitative measures – SATISFIED PATIENTS? (PREMS)

- All patients:
 - NHS FFT
 - Generic PREMS
 - *(Specialty-specific PREM for Orthodontics)*
- Random sample/dipping:
 - Northern regional patient satisfaction survey



3. Are the orthodontic team caring?

☐ Yes, definitely

☐ Yes, to some extent

☐ No

☐ Not sure/Can't say

4. Are you given a choice of appointment times?

☐ Yes

☐ No, but I would like a choice

☐ No, but I do not need a choice

☐ Don't know

5. If you waited more than 15 minutes did someone apologise for the delay?

☐ I waited for less than 15 minutes

☐ Yes

☐ No, but I would have liked an apology

☐ No, but I did not mind

6. In your opinion, how clean is the practice or department?

☐ Very clean

☐ Fairly clean

☐ Not very clean

☐ Not clean at all

☐ Can't say

7. How well organised is the practice or department?

☐ Very well organised

☐ Fairly well organised

☐ Not very well organised

☐ Not at all organised

☐ Can't say

8. Do you find it easy to contact the practice/department?

☐ Yes, always easy

☐ Yes, some of the time

☐ No

☐ I have not needed to contact the department or practice

Qualitative measures – SATISFIED PATIENTS? (PROMS)

- Generic PROMS
 - Q: “Are you able to speak and eat comfortably”
 - Q: “Did you have any problems in the hours after the procedure was carried out?”
 - Q: “Are you still suffering ill effects from the procedure that you had?”
 - Q: “Did you seek advice or assistance relating to the procedure and its effects in the days after the procedure?”



Qualitative measures – SATISFIED PATIENTS? (PROMS)

- ~~Generic PROMS~~
- Eastman / Sheffield
PROM



How do your teeth affect
you and your life?



Neil Patel et al (2016) *Development of the Malocclusion Impact Questionnaire (MIQ) to measure the oral health-related quality of life of young people with malocclusion: part 1 – qualitative inquiry*, Journal of Orthodontics, 43:1, 7-13.

Philip E. Benson et al (2016) *Development of the Malocclusion Impact Questionnaire (MIQ) to measure the oral health-related quality of life of young people with malocclusion: part 2 – cross-sectional validation*, Journal of Orthodontics, 43:1, 14-23.



University College London Hospitals **NHS**
NHS Foundation Trust



Sheffield Teaching Hospitals **NHS**
NHS Foundation Trust



- Only tick **one** box for each question please

Some questions about how your teeth make you feel

3. Happy

Because of the way my teeth look

☐

I feel happy

☐

I feel a bit happy

☐

I don't feel very happy

4. Good looking

Because of the way my teeth look

☐

I feel good looking

☐

I feel a bit good looking

☐

I don't feel very good looking

5. Confident

Because of the way my teeth look

☐

I feel confident

☐

I feel a bit confident

☐

I don't feel very confident

6. Normal

Because of the way my teeth look

☐

I feel normal

Right person, right place, right time

Cost effective



Achieving excellence - summary

1. Metrics standardised across settings
2. Don't confuse contract monitoring metrics with quality outcome metrics
3. Alternatives to generic PROMS/PREMS exist
4. Way forward:
 - PAR
 - Critical incidents / complaints
 - Validated PREMS/PROMS
 - Case completions
 - Case/appliance mix
5. Refine PDS agreement
6. 'Valid' procurement



**How do your teeth affect
you and your life?**



Thanks for taking part in our questionnaire. We would like you to:

- ☺ Answer all questions
- ☺ Remember that there are no right or wrong answers, we just want to know what you think and what matters to you
- ☺ Please hand this back to the receptionist or return in the envelope provided when you have finished.

Some questions about you:

Are you? (Please tick)	A Boy <input type="checkbox"/>	A Girl <input type="checkbox"/>
How old are you?	years	

Some questions about how your teeth affect you overall

Please read the questions and for each one circle the word which suits you best.

1. Overall, how much do your teeth bother you?

Not at all	A little	Somewhat	Quite a bit	Very much
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2. Overall, how much do your teeth affect your life?

Not at all	A little	Somewhat	Quite a bit	Very much
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- Please read each question carefully and think about how your teeth affect you today
- Before you answer, ask yourself: "Does this happen to me because of my teeth?"
- Put a tick in the box for the answer that is best for you
- Only tick **one** box for each question please

Some questions about how your teeth make you feel

3. Happy

Because of the way my teeth look

- ☐ I feel happy
- ☐ I feel a bit happy
- ☐ I don't feel very happy

4. Good looking

Because of the way my teeth look

- ☐ I feel good looking
- ☐ I feel a bit good looking
- ☐ I don't feel very good looking

5. Confident

Because of the way my teeth look

- ☐ I feel confident
- ☐ I feel a bit confident
- ☐ I don't feel very confident

6. Normal

Because of the way my teeth look

- ☐ I feel normal
- ☐ I feel a bit normal
- ☐ I don't feel very normal

7. Sad

Because of the way my teeth look

- ☐ I don't feel sad
- ☐ I feel a bit sad
- ☐ I feel very sad

8. Nervous

Because of the way my teeth look

- ☐ I don't feel nervous
- ☐ I feel a bit nervous
- ☐ I feel very nervous

9. Shy

Because of the way my teeth look

- ☐ I don't feel shy
- ☐ I feel a bit shy
- ☐ I feel very shy

Some questions about how your teeth affect you when:

10. Smiling

Because of the way my teeth look

- ☐ Smiling doesn't bother me
- ☐ Smiling bothers me a bit
- ☐ Smiling bothers me a lot

11. Laughing

Because of the way my teeth look

- ☐ Laughing doesn't bother me
- ☐ Laughing bothers me a bit
- ☐ Laughing bothers me a lot

12. Seeing photographs of myself

Because of the way my teeth look

- ☐ Seeing photographs of myself doesn't bother me
- ☐ Seeing photographs of myself bothers me a bit
- ☐ Seeing photographs of myself bothers me a lot

13. Talking in public

Because of the way my teeth look

- ☐ Talking in public doesn't bother me
- ☐ Talking in public of myself bothers me a bit
- ☐ Talking in public of myself bothers me a lot

Some questions about if your teeth make you worried or concerned

14. Other people having nicer teeth than me

Because of the way my teeth look

- ☐ I don't worry about other people having nicer teeth than me
- ☐ I worry about other people having nicer teeth than me a bit
- ☐ I worry about other people having nicer teeth than me a lot

15. Being bullied

Because of the way my teeth look

- ☐ I don't worry about being bullied
- ☐ I worry about being bullied a bit
- ☐ I worry about being bullied a lot

16. Making friends

Because of the way my teeth look

- ☐ I don't worry about making friends
- ☐ I worry about making friends a bit
- ☐ I worry about making friends a lot

17. Fitting in with friends

Because of the way my teeth look

- ☐ I don't worry about fitting in with friends
- ☐ I worry about fitting in with friends a bit
- ☐ I worry about fitting in with friends a lot

Some questions about other ways your teeth might affect you

18. Covering my teeth with my hand when I smile

Because of the way my teeth look

- ☐ I don't cover my teeth with my hands when I smile
- ☐ I cover my teeth with my hands when I smile a bit
- ☐ I cover my teeth with my hands when I smile a lot

19. Biting some foods

Because of the way my teeth meet

- ☐ I don't have a problem biting some foods
- ☐ I have a bit of a problem biting some foods
- ☐ I have lots of problems biting some foods

Thanks very much for your time

Finally, please let us know if we can contact you again about this project?

YES ☐

NO ☐

Please will you return this to the reception desk or post it to us using the pre-paid envelope



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NHS Foundation Trust

Sheffield Teaching Hospitals **NHS**
NHS Foundation Trust

Northern Region Patient Satisfaction Questionnaire 4th Round

Sarah Germain

Post CCST in Orthodontics NDH and
CIC

Introduction

- Now in 4th round
- Further question revision
- Computer readable form developed
- Questions to relate to:
 - CQC outcomes
 - CQUIN
 - NHS FFT

Aims

- Assess patient satisfaction with regional orthodontic care provision
- Complete FFT for each unit
- Improve care provision where necessary

Standards

- >90% positive response to each question
- >95% average positive response
- Good practice
 - >95% positive response to each question

Methodology

- New computer readable form developed
- Question revision following previous round
 - Include written information
 - Reword or remove some questions
- Questionnaire issued to ideally 100 patients per practice or department



10673

Orthodontics Regional Patient Satisfaction Survey

Please X mark your answers and please write clearly inside the box if you wish to leave any comment.

Please write today's date

		/			/				
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This survey is about the orthodontic care you or your son/ daughter are receiving.
Participation is voluntary and all answers will be treated in confidence.
We hope to use the answers to develop and improve our service.

1. Before treatment did a member of staff explain the treatment in a way that you could understand?

- ☐ Yes, definitely ☐ Yes, to some extent ☐ No ☐ Don't know

2. Do the orthodontic team treat you with respect?

- ☐ Yes, always ☐ Yes, to some extent ☐ No, never ☐ Not sure/Can't say

3. Are the orthodontic team caring?

- ☐ Yes, definitely ☐ Yes, to some extent ☐ No ☐ Not sure/Can't say

4. Are you given a choice of appointment times?

- ☐ Yes ☐ No, but I would like a choice ☐ No, but I do not need a choice ☐ Don't know

5. If you waited more than 15 minutes did someone apologise for the delay?

- ☐ I waited for less than 15 minutes ☐ Yes ☐ No, but I would have liked an apology ☐ No, but I did not mind

6. In your opinion, how clean is the practice or department?

- ☐ Very clean ☐ Fairly clean ☐ Not very clean ☐ Not clean at all ☐ Can't say

7. How well organised is the practice or department?

- ☐ Very well organised ☐ Fairly well organised ☐ Not very well organised ☐ Not at all organised ☐ Can't say

8. Do you find it easy to contact the practice/department?

- ☐ Yes, always easy ☐ Yes, some of the time ☐ No ☐ I have not needed to contact the department or practice
☐ Can't say

9. How likely are you to recommend our department or practice to your friends or family if they needed similar care or treatment?

- ☐ Extremely likely ☐ Likely ☐ Neither likely nor unlikely ☐ Unlikely ☐ Extremely unlikely

10. Overall, how would you rate the care you have received?

- ☐ Excellent ☐ Very good ☐ Good ☐ Fair ☐ Poor ☐ Very poor

Please turn over to complete more questions



10673

11. Were you given any written or printed information about your treatment?

- ☐ Yes ☐ No, but I would have liked this information ☐ No, but I did not need this information ☐ Don't know/Can't remember

12. Do you see the same member of staff whenever you visit the practice or department for your routine appointments?

- ☐ Yes ☐ No ☐ Can't say

13. Who normally provides your care? (please X mark all that apply)

- ☐ Orthodontist ☐ General dentist ☐ Orthodontist in training ☐ Therapist ☐ Don't know/not sure
☐ Other: please specify ->

14. Is it easy for you to get to / access the department or practice?

- ☐ Yes, definitely ☐ Yes, but it could be improved ☐ No

Please comment below if you feel this could be improved:

Please write clearly:

If there is anything else you would like to tell us about your experiences in the department or practice, please do so here:

Please write clearly:

Is there anything that could be improved?

Please write clearly:

Any other comments or suggestions?

Please write clearly:

Thank You For Your Time!

For office use only: Unit

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 SM

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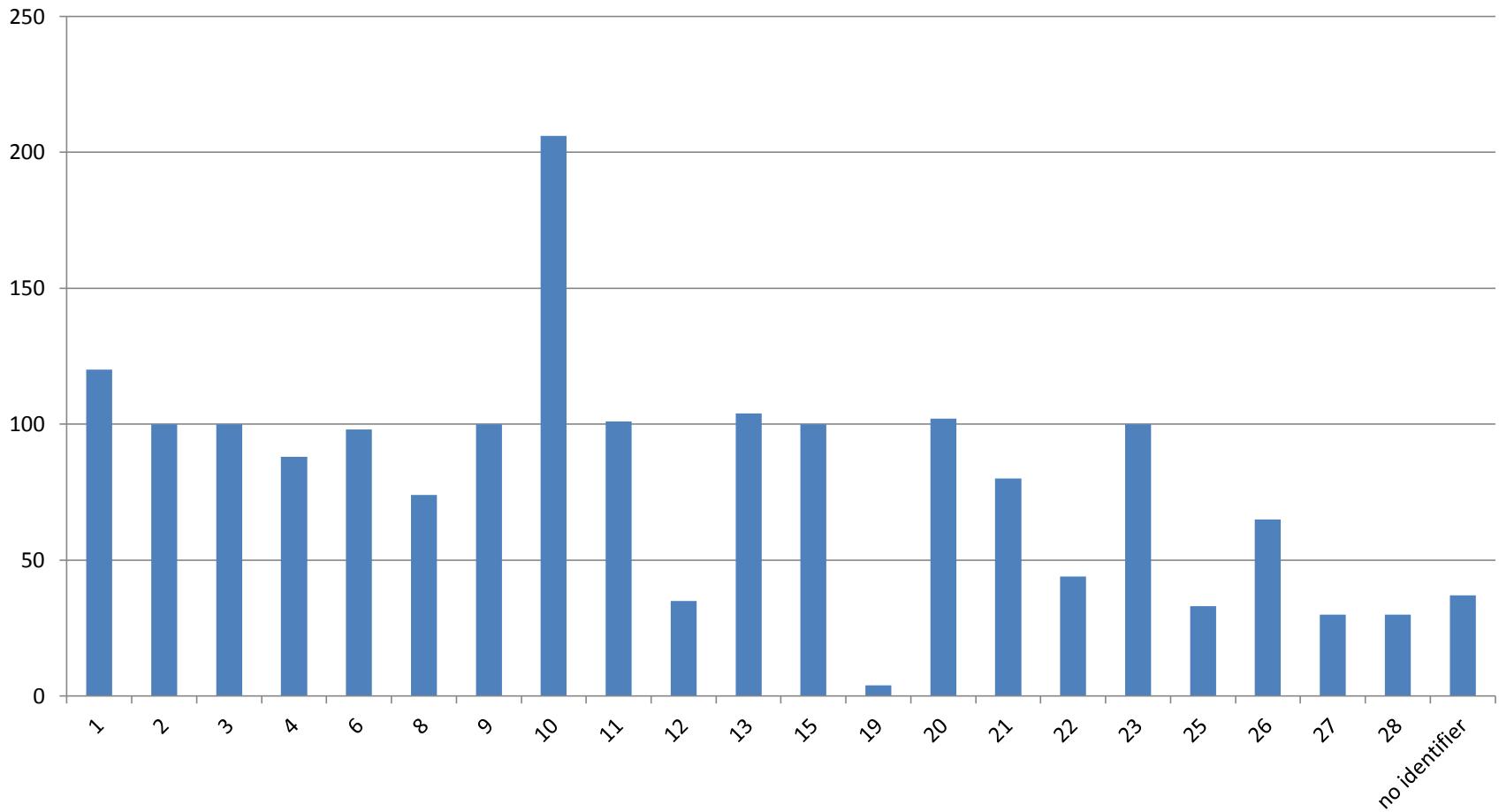
Eg. 1 2 E.g. A B C 1 2

Results

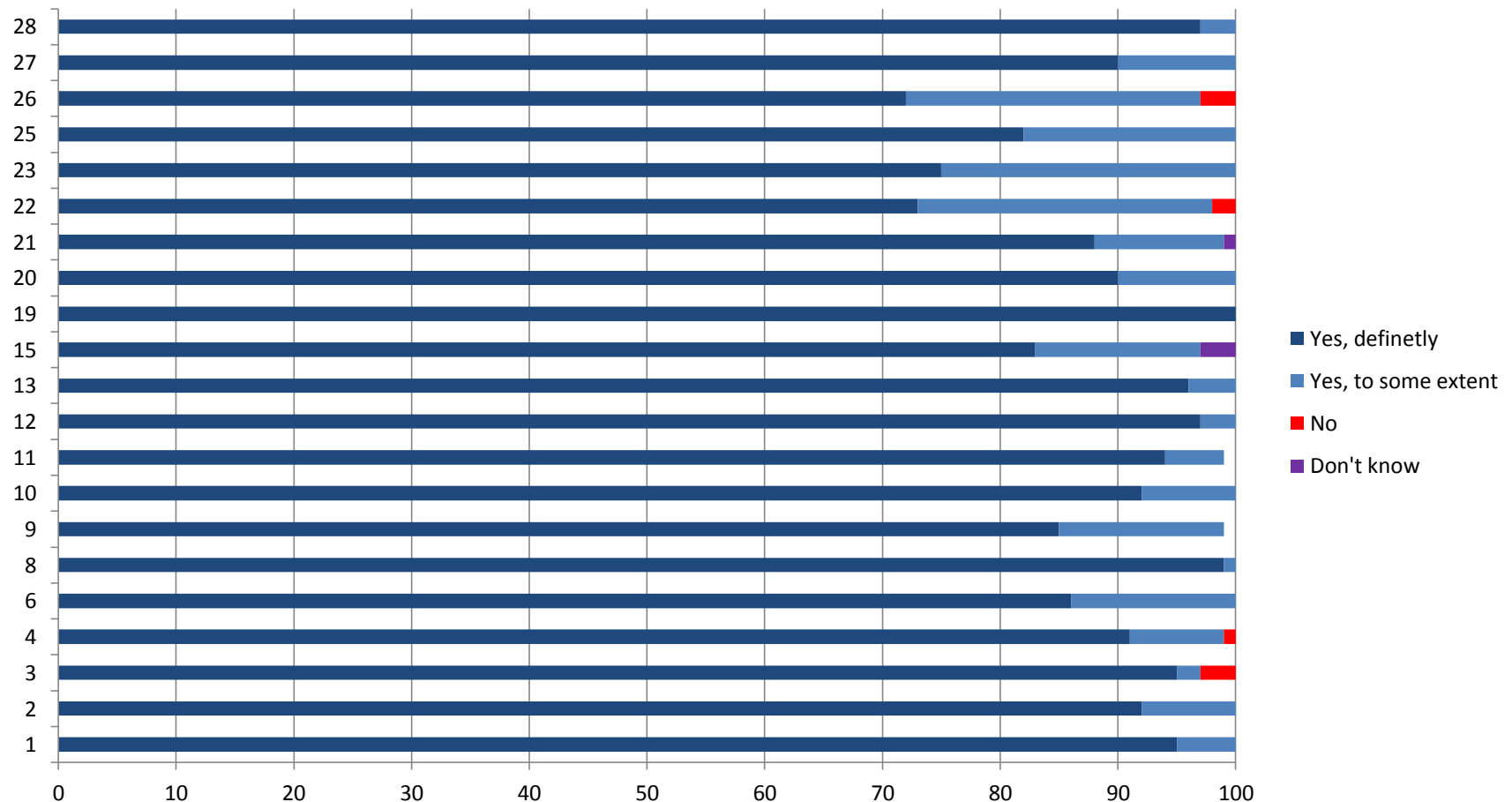
Participants

- 28 practices and departments registered
- Results received from 21
 - 4 Hospital Departments
 - 14 Specialist Orthodontic Practices
 - 2 General Dental Practices
- Area
 - 7 Cumbria
 - 6 Tyneside/ Northumberland
 - 8 Teesside/ North Yorkshire

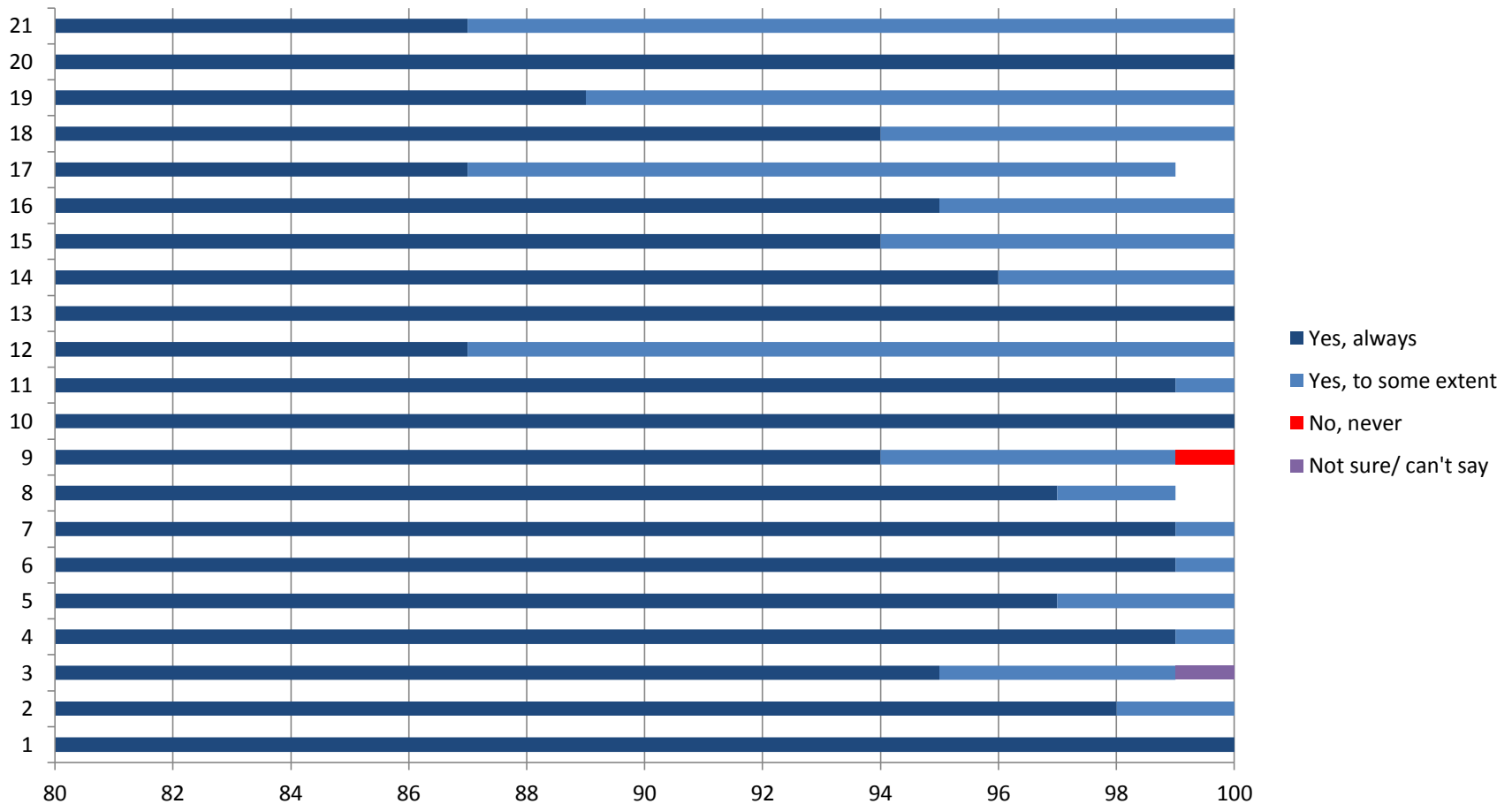
Number of responses per unit



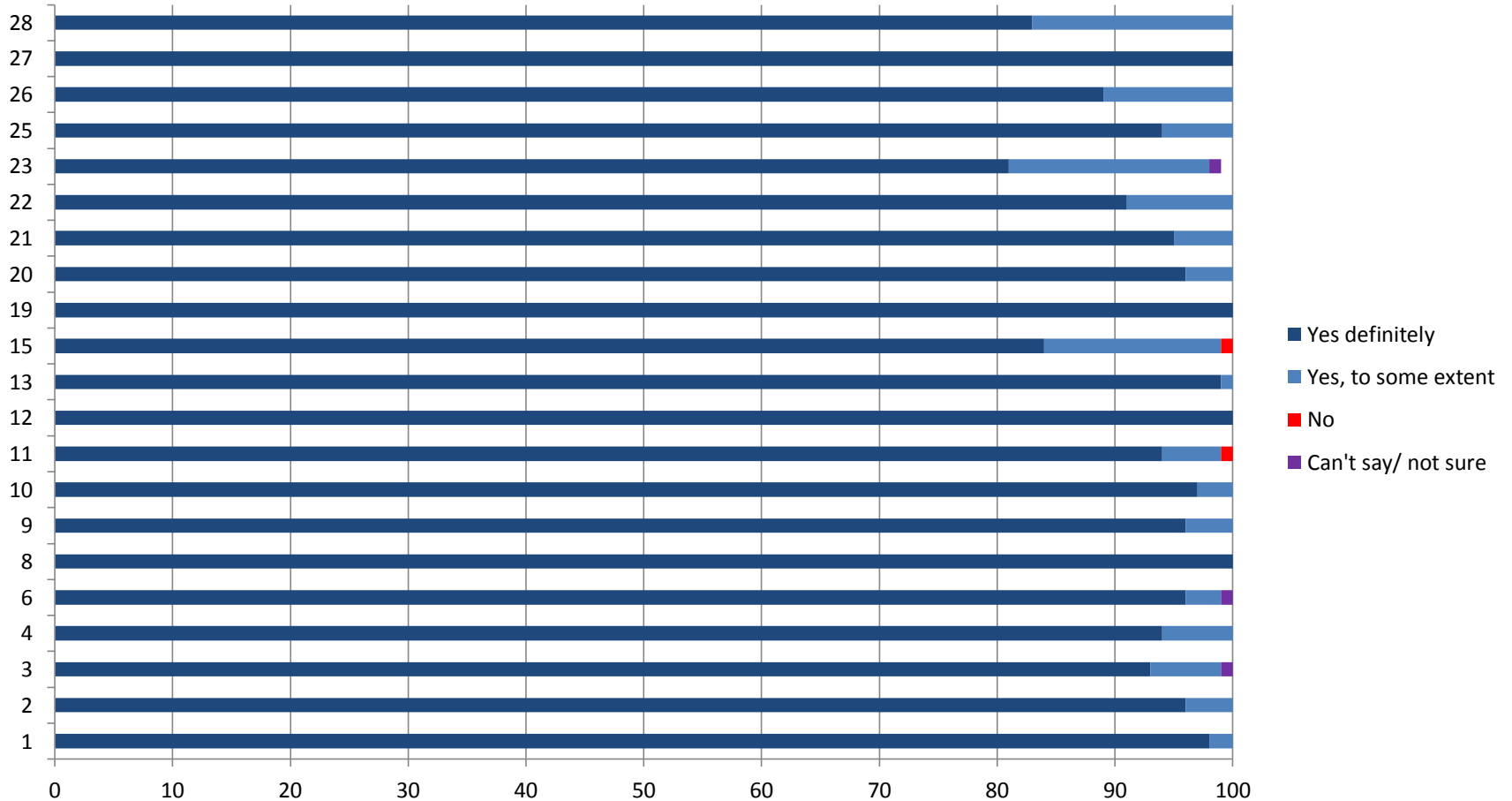
1. Before treatment did a member of staff explain the treatment in a way that you could understand?



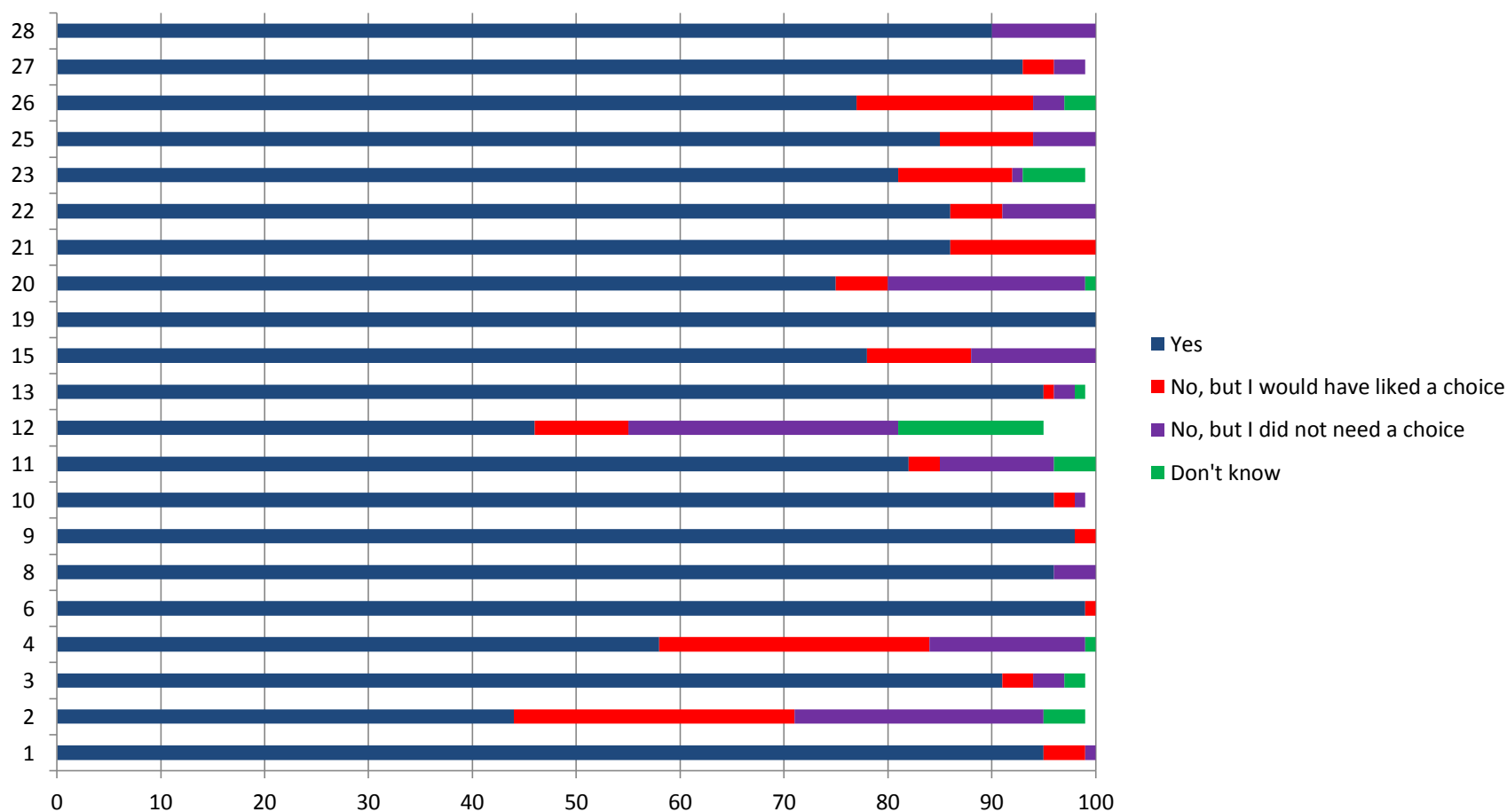
2. Do the orthodontic team treat you with respect?



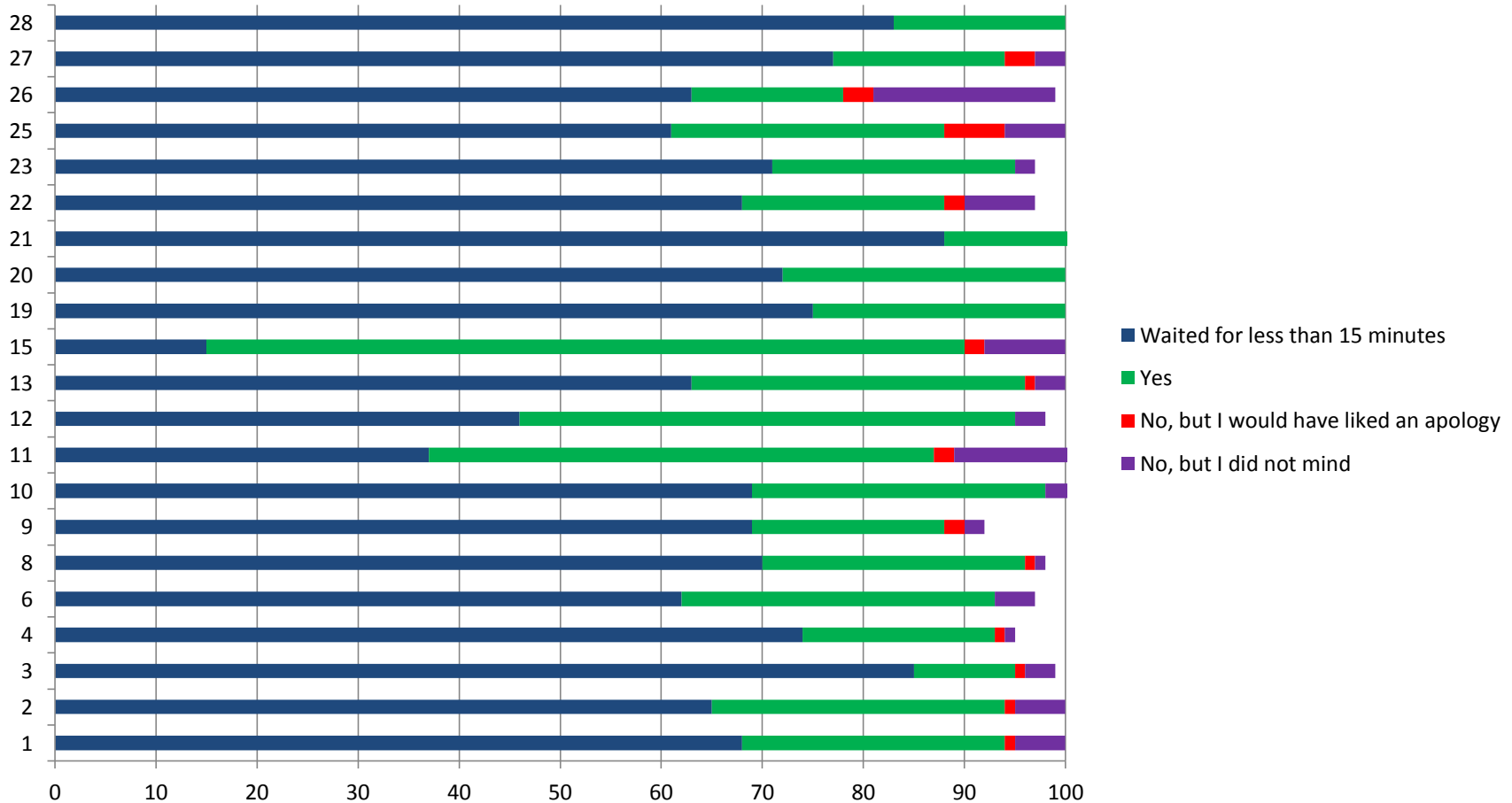
3. Are the orthodontic team caring?



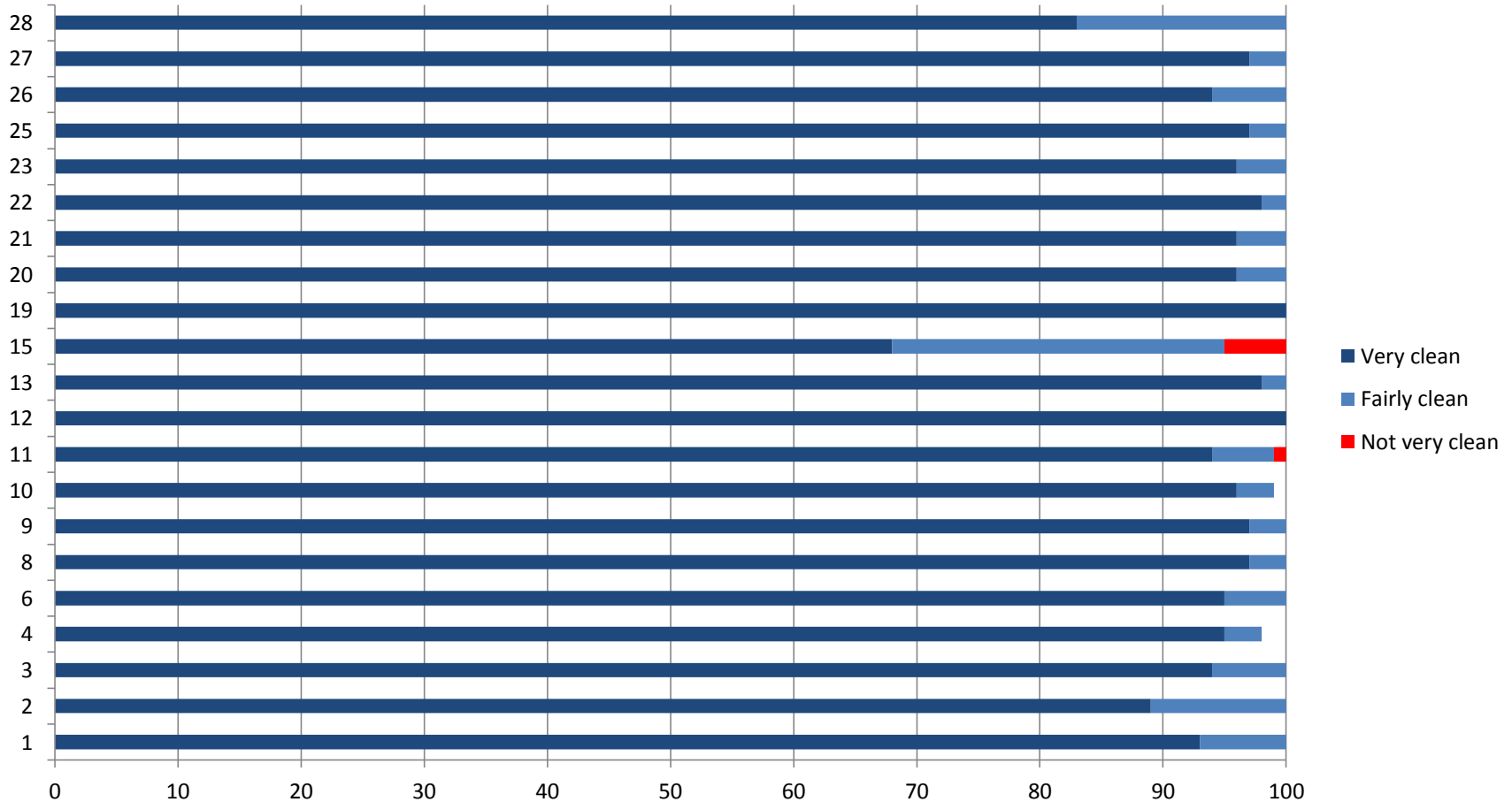
4. Are you given a choice of appointment times?



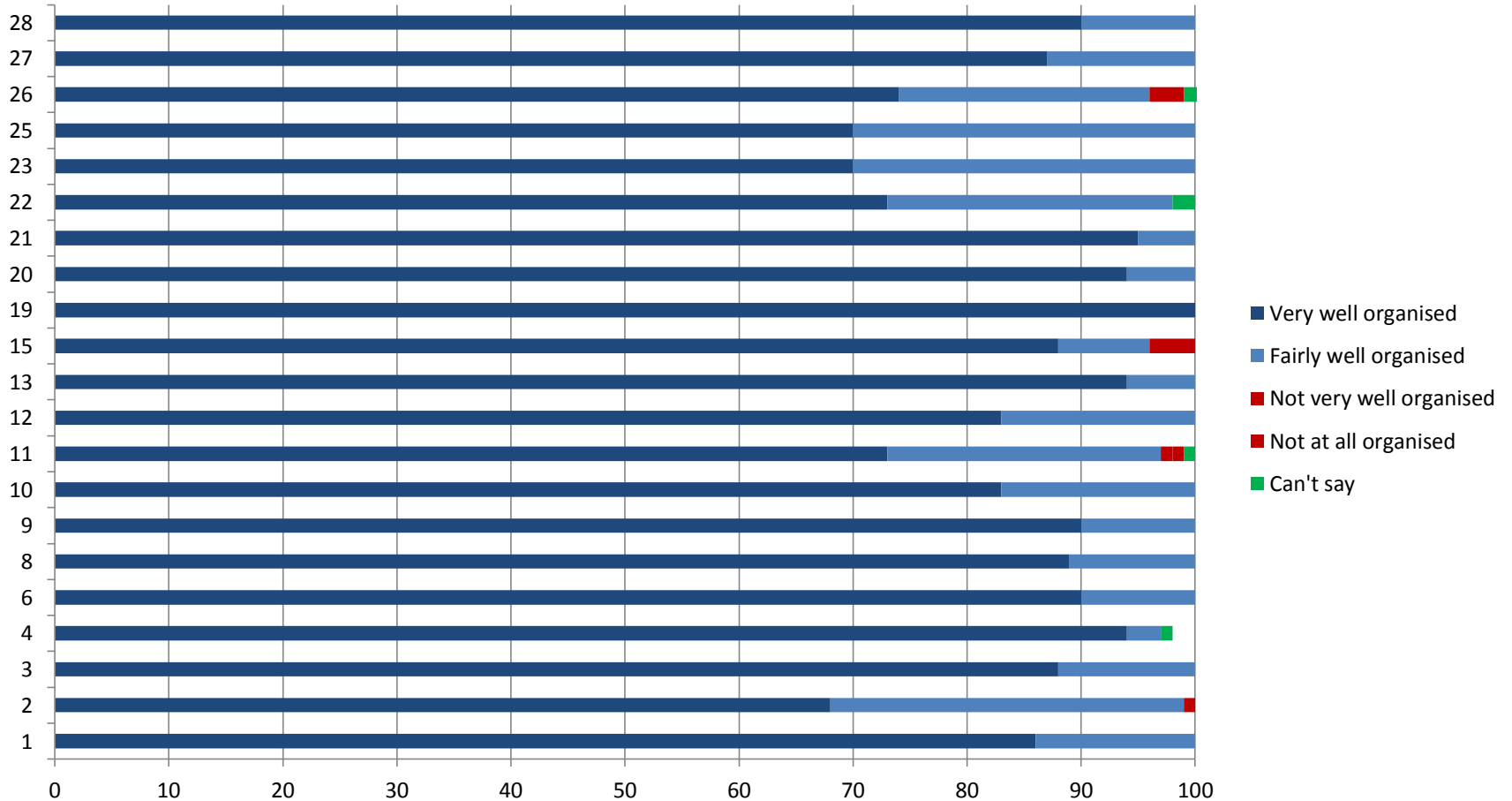
5. If you waited more than 15 minutes did someone apologise for the delay?



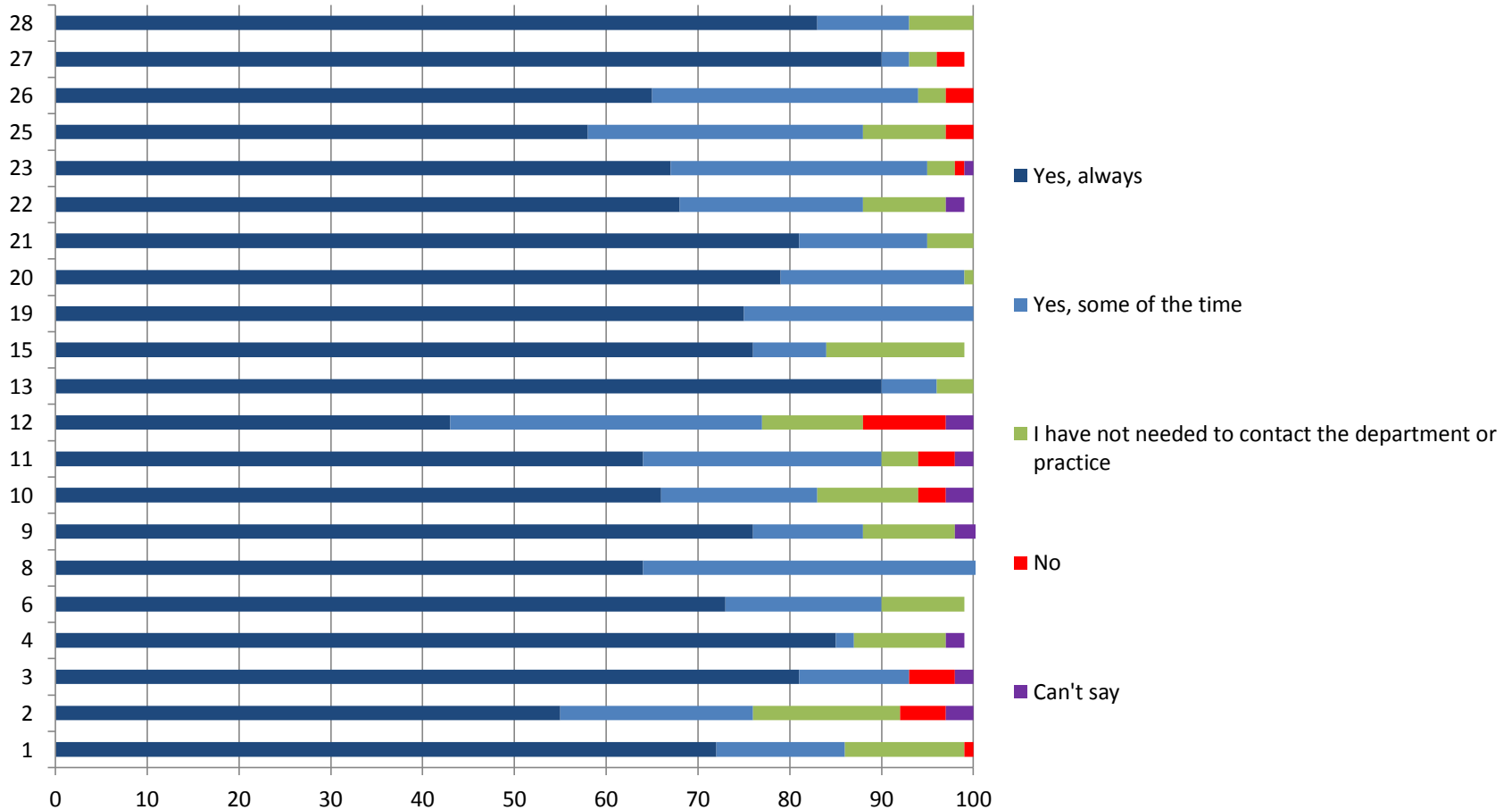
6. In your opinion, how clean is the practice or department?



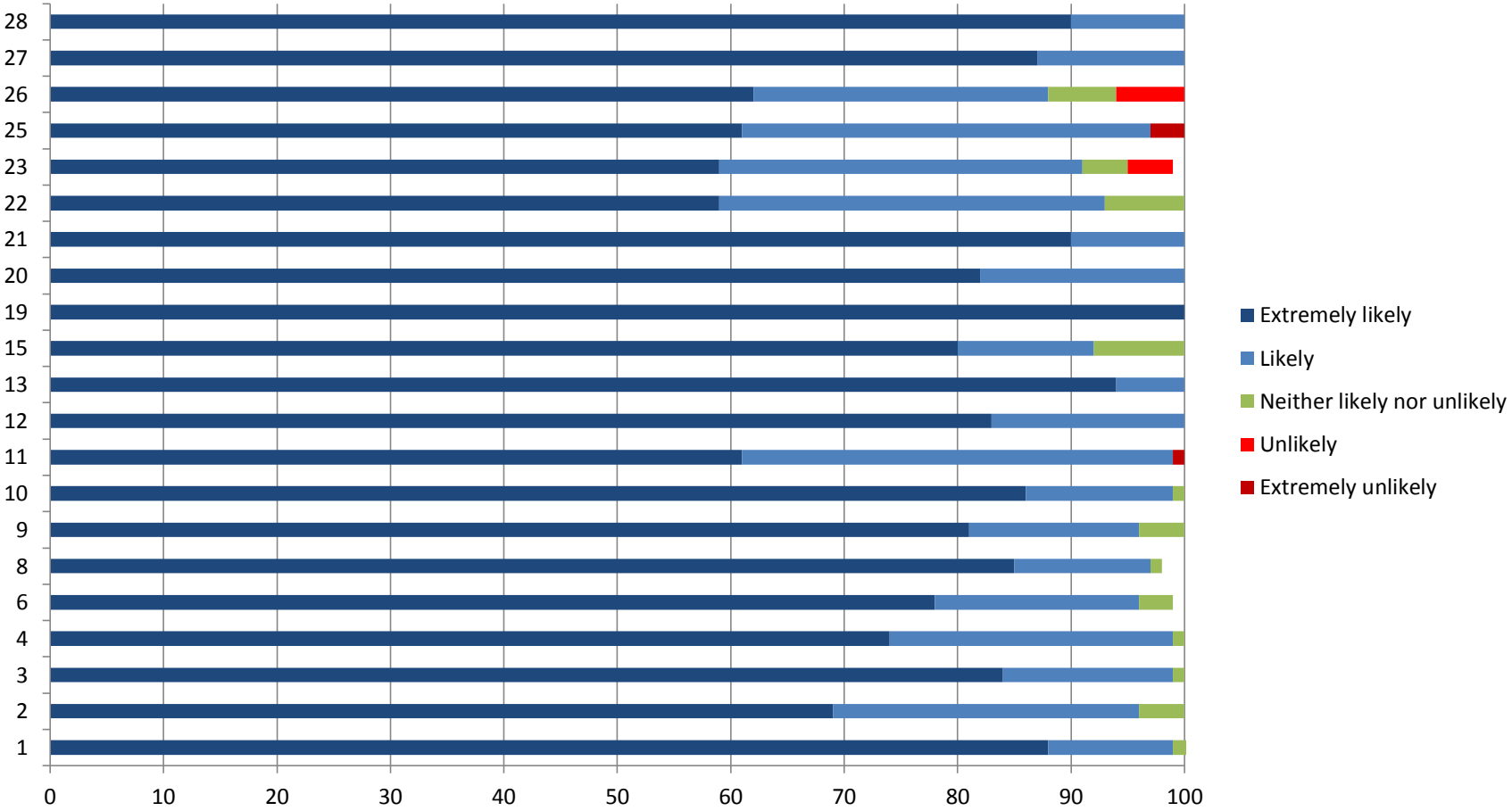
7. How well organised is the practice or department?



8. Do you find it easy to contact the practice/department?



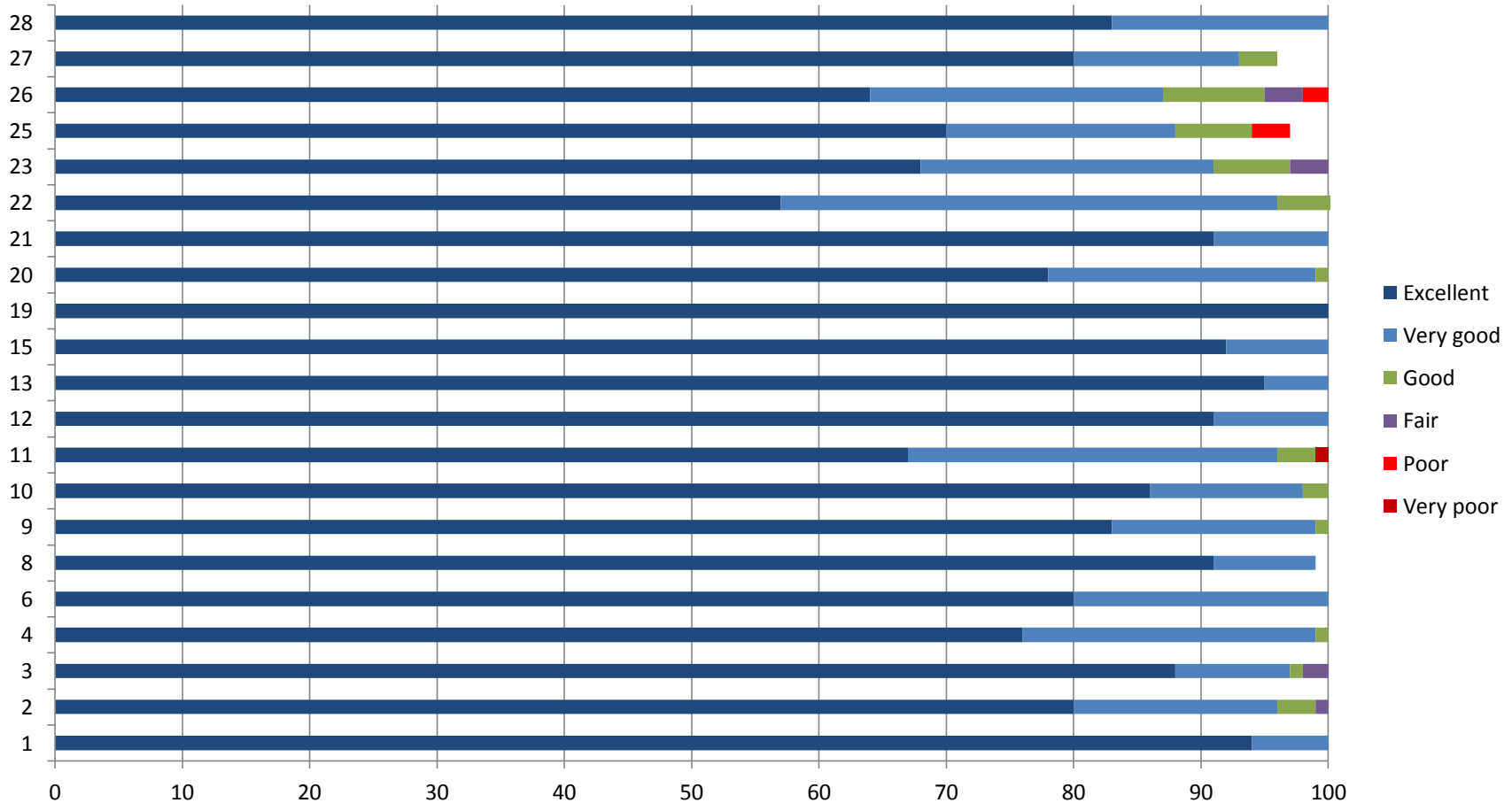
9. How likely are you to recommend our department or practice to your friends or family if they needed similar care or treatment?



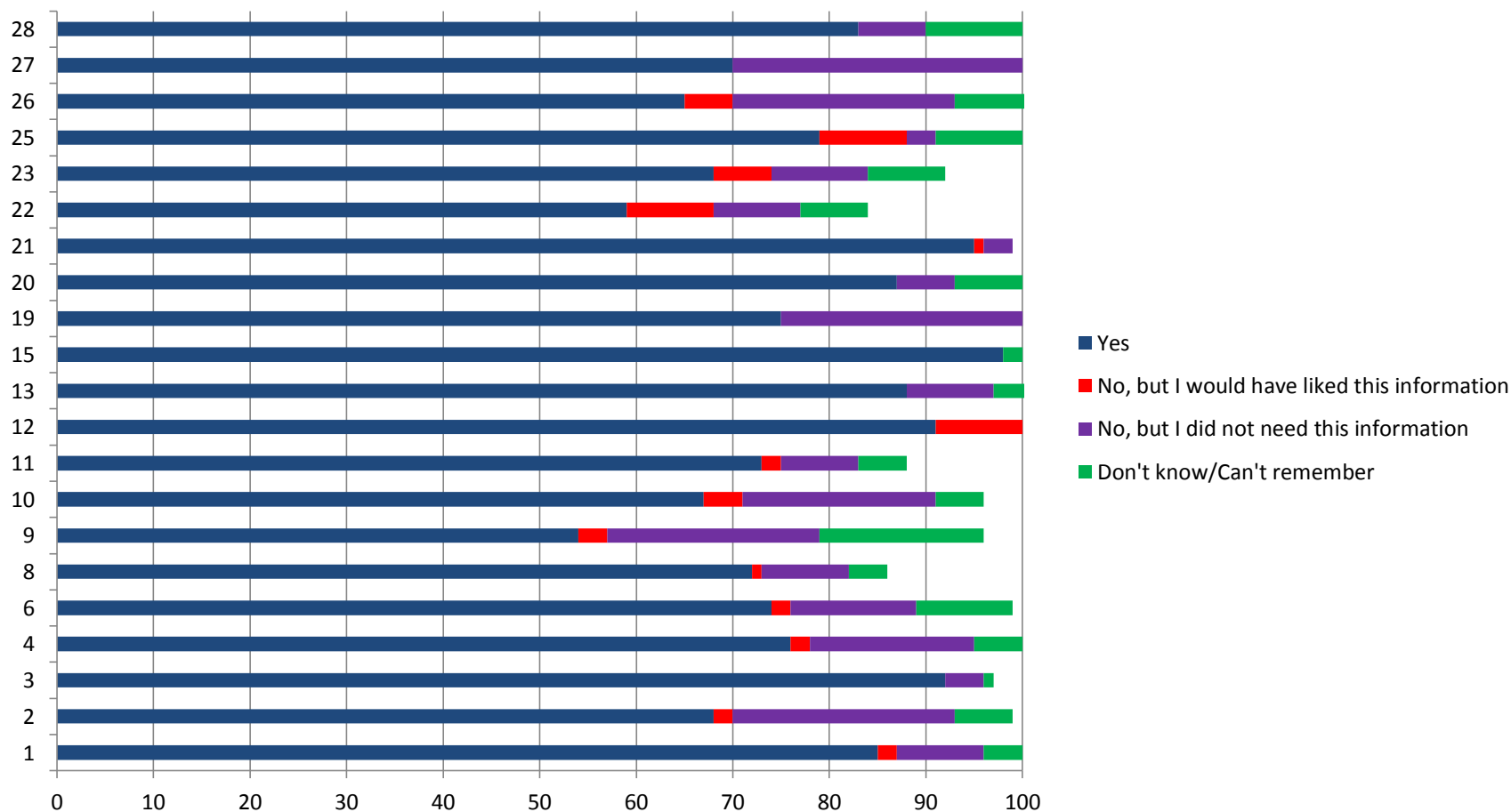
NHS Friends and Family Test

	% Would recommend	% Would not recommend	Number of responses	Net promoter score
1	99	0	120	86
2	96	0	100	65
3	99	0	100	83
4	99	0	88	73
6	96	0	98	86
8	99	0	74	84
9	96	0	100	92
10	99	0	206	85
11	99	1	101	61
12	100	0	35	83
13	100	0	104	94
15	92	0	100	72
19	100	0	4	100
20	100	0	102	82
21	100	0	80	90
22	93	0	44	52
23	91	4	100	51
25	97	3	33	61
26	94	6	65	50

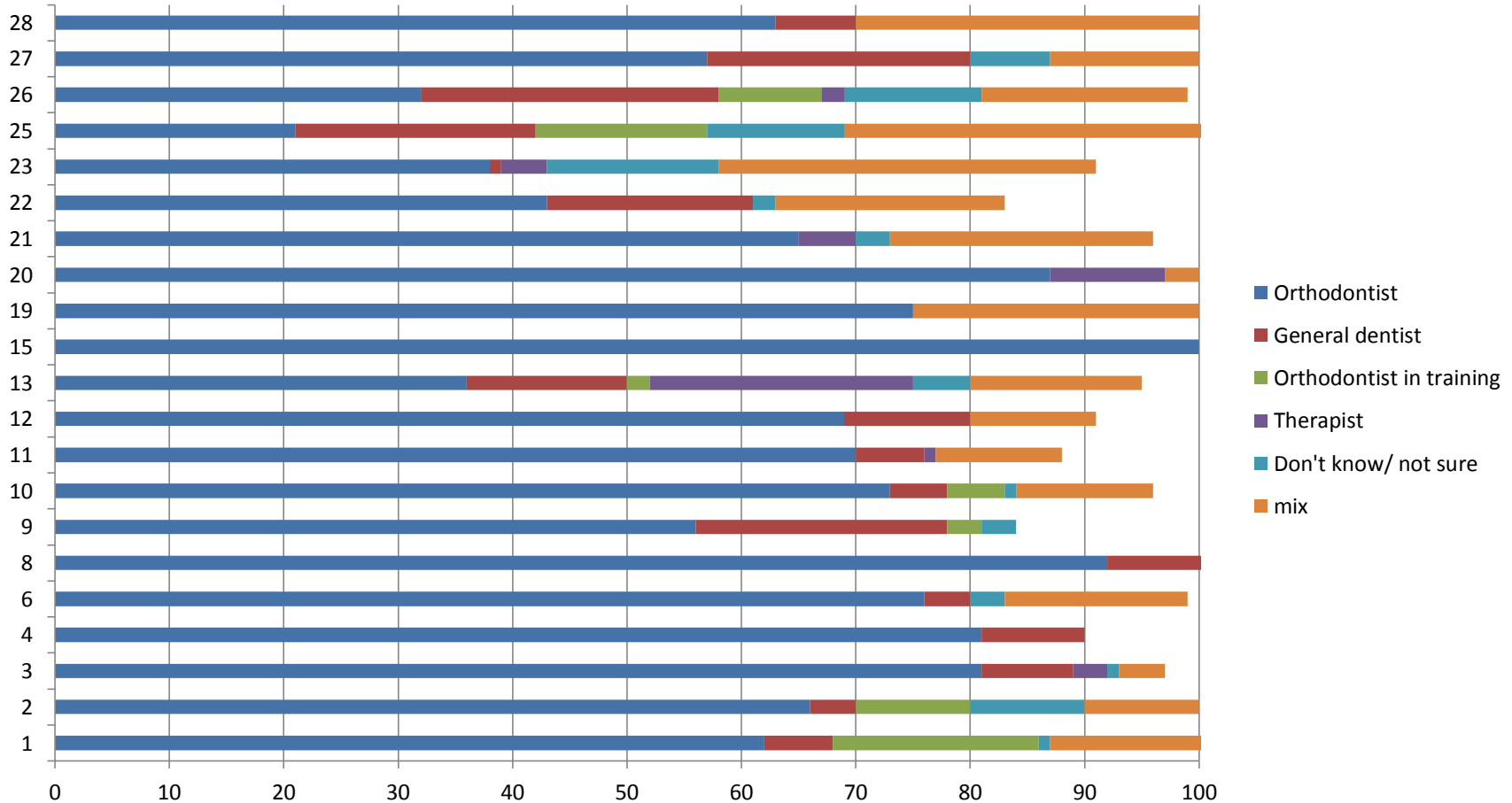
10. Overall, how would you rate the care you have received?



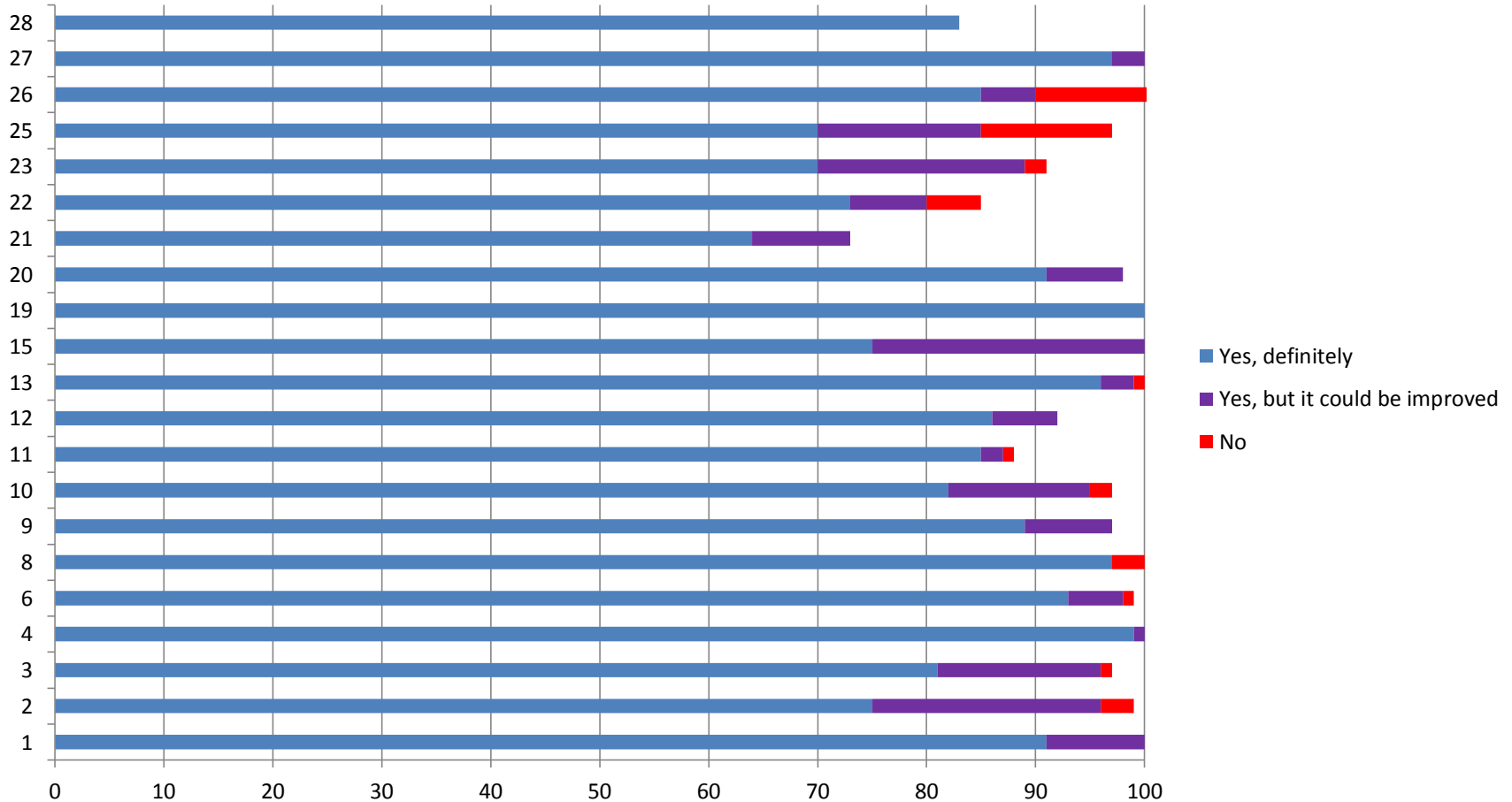
11. Were you given any written or printed information about your treatment?



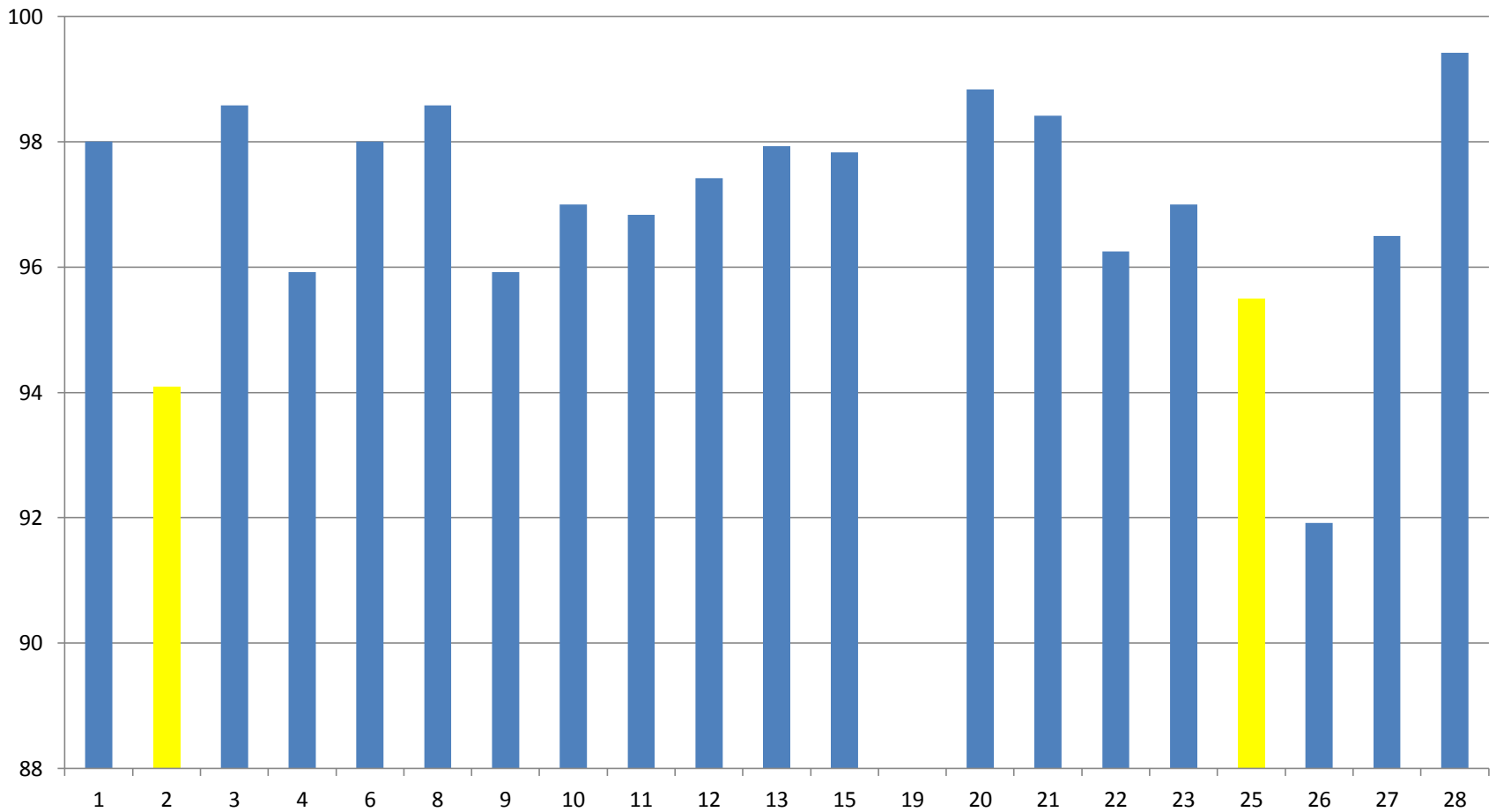
13. Who normally provides your care?



14. Is it easy for you to get to / access the department or practice?



Average positive response rate



[illegible]

Results- In Summary

- All units met required standards (>90% positive response)
 - Questions 1,2,3,6,7,8,10
 - 1. Before treatment did a member of staff explain the treatment in a way that you could understand?
 - 2. Do the orthodontic team treat you with respect?
 - 3. Are the orthodontic team caring?
 - 6. In your opinion, how clean is the practice or department?
 - 7. How well organised is the practice or department?
 - 8. Do you find it easy to contact the practice/department?
 - 9. How likely are you to recommend our department or practice to your friends or family if they needed similar care or treatment?
 - 10. Overall, how would you rate the care you have received?

Below 90% positive response rate

- 4. Are you given a choice of appointment times?
 - Total response minus “would like a choice” only
 - 2,4,23,26
- 5. If you waited more than 15 minutes did someone apologise for the delay?
 - Total response minus no apology responses
 - 11,25,26
- 11. Were you given any written or printed information about your treatment?
 - Total minus “No” responses
 - 1,2,4,6,9,10,22,23,25,26,27
- 14. Is it easy for you to get to / access the department or practice?
 - Total minus “No”
 - 25,26

Overall responses

- 2 units < 95% average positive response rate
 - Unit 2
 - Unit 26
 - Low scores in a couple of areas brought good general results down
 - Still >90%

Comparisons to previous Cycle

- Choice of appointments still identified in some units
- Improvement in delays may be related to change in practice or a clearer question format
- Written information not previously asked about and an area for improvement in this cycle, may be related to patient recall
- Average NPS for FFT increased from 75 to 76.8 in this cycle

Conclusions

- Changed questions
- FFT NPS increased regional average
- Written information provision needs further investigation
- Contact and appointments ongoing area of dissatisfaction for some
- Individual units to develop own action plans and recommendations