

FRIENDS AND FAMILY TEST – IMPLEMENTATION OF STAFF FFT	
Indicator number	1a
Indicator name	Friends and Family Test – Implementation of staff FFT
Indicator weighting	0.0635%
(% of CQUIN scheme available)	
Description of indicator	Implementation of staff FFT as per guidance, according to the national timetable
Numerator	Not applicable
Denominator	Not applicable
Rationale for inclusion	National CQUIN scheme
Data source	Local provider response to local commissioners
Frequency of data collection	Check on implementation at end of July 2014
Organisation responsible for data collection	Provider
Frequency of reporting to commissioner	One off
Baseline period/date	Not applicable
Baseline value	Not applicable
Final indicator period/date (on which payment is based)	Jul-14
Final indicator value (payment threshold)	Provider to demonstrate to commissioner that staff FFT has been delivered across all staff groups as outlined in guidance
Final indicator reporting date	Response from providers to commissioners by 31 July 2014
Are there rules for any agreed in-year milestones that result in payment?	Funding payable once July 2014 indicator achieved
Are there any rules for partial achievement of the indicator at the final indicator period/date?	Not applicable

FRIENDS AND FAMILY TEST: EARLY IMPLEMENTATION	
Indicator number	1b
Indicator name	Friends and Family Test – early implementation
Indicator weighting	0.076%
(% of CQUIN scheme available)	
Description of indicator	Early implementation
Numerator	Not applicable
Denominator	Not applicable
Rationale for inclusion	National CQUIN scheme
Data source	Local provider response to local commissioners
Frequency of data collection	Check on implementation at end of October 2014
Organisation responsible for data collection	Provider
Frequency of reporting to commissioner	One off activity
Baseline period/date	Not applicable
Baseline value	Not applicable
Final indicator period/date (on which payment is based)	Oct-14
Final indicator value (payment threshold)	Full delivery of FFT across all services delivered by the provider as outlined in guidance
Rules for calculation of payment due at final indicator period/date (including evidence to be supplied to commissioner)	Provider to demonstrate to commissioner that milestone has been met
Final indicator reporting date	Response from providers to commissioners by 31 October 2014
Are there rules for any agreed in-year milestones that result in payment?	Not applicable
Are there any rules for partial achievement of the indicator at the final indicator period/date?	For acute providers, there will be no payment for partial achievement.
	For other providers, partial implementation will result in receiving half of the funding available for the indicator (20% of the FFT CQUIN). There will be further guidance on the conditions for partial funding.

FRIENDS AND FAMILY TEST: PHASED EXPANSION	
Indicator number	1c
Indicator name	Friends and Family Test - Phased expansion
Indicator weighting (% of CQUIN scheme available)	0.0635%
Description of indicator	Phased expansion
Numerator	Not applicable
Denominator	Not applicable
Rationale for inclusion	National CQUIN scheme
Data source	Local provider response to local commissioners
Frequency of data collection	Check on implementation at end of January 2015
Organisation responsible for data collection	Provider
Frequency of reporting to commissioner	One off
Baseline period/date	Not applicable
Baseline value	Not applicable
Final indicator period/date (on which payment is based)	Jan-15
Final indicator value (payment threshold)	Full delivery of the nationally set milestones
Rules for calculation of payment due at final indicator period/date (including evidence to be supplied to commissioner)	Provider to demonstrate to commissioner that milestones have been met
Final indicator reporting date	Response from providers to commissioners by 31 January 2015
Are there rules for any agreed in-year milestones that result in payment?	Not applicable
Are there any rules for partial achievement of the indicator at the final indicator period/date?	Not applicable