



Friends & Family  
Test  
Changes to the FFT

A Guidance Document for Practices

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# Introduction

Introduction	Guidance
<ul style="list-style-type: none"><li>• The changes due to come into effect on 1 April 2020 were put on hold due to the pandemic.</li><li>• The suspension of FFT data submission ended on 31 March 2022.</li><li>• GP practices should start to make the FFT available to their patients from April onwards. However, there is no requirement to submit any data prior to July 2022.</li><li>• Data submission is via CQRS. There is more information about what data to submit in the guidance link on the right.</li><li>• The deadline for monthly data submission is the <b>twelfth working day</b> of the following month.</li></ul>	<p><a href="#"><u>Guidance on the submission of GP practice Friends and Family Test data</u></a></p>

# What has changed?

## What has changed?

There are two key changes that apply to General Practice:-

- The mandatory (standard) question has changed.
- The timing of collection has changed.

# Mandatory (Standard) Question

## Mandatory (Standard) Question

The new wording is:

**Thinking about \*.....\* overall, how was your experience of our service?**

\*.....\* Practices can choose from one of the following, or insert their own choice of similar wording:-

- Your GP practice
- Your recent appointment
- Your recent visit
- Our recent visit
- The service we provide

**For example: Thinking about your GP practice, overall how was your experience of our service?**

# Response Scale

## Response Scale

The response scale for the new question is as follows:-

- **Very good**
- **Good**
- **Neither good nor poor**
- **Poor**
- **Very poor**
- **Don't know**

# Mandatory & Free Text Questions

## Mandatory & Free Text Questions

If the mandatory question forms part of a larger local survey, it no longer has to be the first question.


**Practices must still include at least one free text feedback question.** Practices can use their own questions but the following are suggested examples in the guidance:-

1. **Please can you tell us why you gave your answer?**
2. **Please tell us about anything that we could have done better.**





# Example

## Example

- A one page card can be downloaded from: [FFT Primary Care Feedback Card \(two-sided\) – Health Publications](#) and a copy of the download is included below:

**THE NHS FRIENDS AND FAMILY TEST** 

We welcome patient feedback to tell us what we are doing right and what we can improve.  
Thinking about our practice...  
Overall, how was your experience of our service?

Very good	Good	Neither good nor poor	Poor	Very poor	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
					

Please can you tell us why you gave your answer?

### The timing of collection

There is no longer any defined time within which the feedback has to be collected.



# Submission of Data

## Submission of Data

Data must be submitted on a monthly basis via CQRS. This can be any time after month end but **must be by the 12<sup>th</sup> working day**. Practices must submit the following data:-

1. The total number of responses in each response category.
2. The number of responses collected through each collection method.

Free text comments are not submitted to NHS England.

# What hasn't changed

## What hasn't changed

- The FFT should continue to be available to all patients and people who use the provider's services, as well as carers, parents and family members.
- Local choice of collection methodologies.
- Providers are still required to provide at least one free text question.
- Providers can include additional tick-box questions.
- Providers are still required to submit monthly numerical FFT data for national publication.
- Providers are still required to publish their FFT results locally and can decide how they want to present it.
- Providers continue to have a choice about the way and the extent to which they actively promote the FFT. The NHS brand continues to apply to FFT materials and these should comply with visual identity guidelines on its use.

# Resources

## Resources

- [Search Publications - Health Publications](#)
- [NHS England » Guidance on implementing the Friends and Family Test](#)
- [NHS England » NHS England and NHS Improvement guidance: Using the Friends and Family Test to improve patient experience](#)
- [NHS England » Guidance on the submission of GP practice Friends and Family Test data](#)
- [NHS England » Frequently Asked Questions](#)

You can contact the NHS England and NHS Improvement Insight and Feedback Team via their email address: [england.insight-queries@nhs.net](mailto:england.insight-queries@nhs.net) if you have any queries about the FFT or the changes.

# Friends and Friends Test Table

Friends and Family Test Table	
<b>Summary of collection requirements</b>	
Framing text suggestions (or use a suitable alternative). This is the short introductory wording that explains which service the feedback is about	Thinking about your recent appointment... Or Thinking about your GP practice...
Mandatory Standard question	Overall, how was your experience of our service?
Mandatory response scale	Very good; Good; Neither good nor poor; Poor; Very poor; Don't know
<b>Setting</b>	
Who the question is aimed at	All patients registered with the GP practice
Timing	All patients and people who use services should be able to give feedback at any time and should have the opportunity to provide feedback via the FFT if they want. In addition, practices may decide to set up systems to proactively collect feedback at specific times, for example sending an invitation text following an appointment. Practices will want to consider the best time to seek feedback and consider the balance between giving people time to recover and reflect alongside the likelihood that if there is too long a time lag, they won't respond or their recollection fades.
Free text question	Providers can choose their own free text question or questions, and we encourage them to choose questions that relate to the local situation, concerns or issues highlighted through, for example national surveys, complaints etc. Providers can choose to ask more than one free text question but should bear in mind that the FFT is designed to be quick and simple for patients to complete and adding too many questions may put people off. We recommend the following pair of questions: <ul style="list-style-type: none"> <li>• Please can you tell us why you gave your answer?</li> <li>• Please tell us about anything that we could have done better</li> </ul>
Collection methodology	Providers can use any methodology that meets the requirements. We recommend using a combination to support making the opportunity to give feedback accessible to all.
Accessibility	Providers should ensure the opportunity to give feedback is accessible to all. To support this, they may want to add supplementary text and/or graphics to the mandatory question. We provide examples of easy read and other languages.

# Friends and Family Test Table (cont.)

<b>Friends and Family Test Table</b>	
<b>Summary of Data Submission Requirements</b>	
Breakdown of data to submit	The data must be submitted at practice level.
Response data	Number of responses collected by each collection methodology (SMS/text/smartphone app; electronic tablet; paper/postcard in care/at discharge; paper survey sent to home; telephone survey; online survey; other).
Collection methodology data	Number of responses collected by each collection methodology (handwritten; telephone call; tablet/kiosk; SMS/text message; smartphone app/online; other).
<b>Making use of the data</b>	
Indicative data – this gives users of the data a broad indication of the levels of participation	Number of responses, and the practice list size
Using the numerical data	<p>FFT numerical data is not comparable across organisations but it can be used to continuously monitor quality and inform decisions, including analysis of time series data such as the FFT generates, to show improvement or a decline in patient experience. The numerical data has two key uses:</p> <ul style="list-style-type: none"> <li>• Providers can use their own data as an informal temperature check, and look at change over time - looking at trends and anomalies</li> <li>• Commissioners and regulators can use it alongside other information to get a picture of how engaged the provider is with its patients There are tools to support this activity, such as the practical, interactive guide Making Data Count, and we have provided some case studies on the NHS England and NHS Improvement website that might be helpful.</li> </ul>
Using the free text	<p>The free text responses are the most important part of the FFT</p> <ul style="list-style-type: none"> <li>• Individual responses can identify issues that can be resolved</li> <li>• Analysis of multiple free text responses can identify themes where improvement is possible</li> <li>• The insight gathered through FFT can be considered alongside other data such as complaints or national survey results</li> </ul>

# Friends and Family Test Data Collections

## Friends and Family Test Data Collections

NHS England issued a communication on 5 July 2022, to advise that the NHS Friends and Family Test (FFT) service has been re-launched in CQRS National. The service was suspended as one of the measures to reduce burden as part of the response to Covid-19. The indicators for this service remain the same as those used before the pandemic.

The service will be offered to practices by the CQRS Helpdesk and the system will automatically accept the service on behalf of the practice. If you cannot see this service on CQRS by the end of July should contact the CQRS helpdesk ([support@cqrs.co.uk](mailto:support@cqrs.co.uk))

**PLEASE NOTE – this service requires manual data entry each month.**

Data collections will take place monthly with a deadline of the **thirteenth working day of the month**. For July data, the deadline is 17<sup>th</sup> August, with the deadline for future months moving dependent on weekends and bank holidays.

Further information about the service and associated actions have been included below.

**Useful Information:**

- FFT guidance: <https://www.england.nhs.uk/fft/fft-guidance/>
- Submission guidance for GPs: <https://www.england.nhs.uk/wp-content/uploads/2022/05/guidance-on-the-submission-of-gp-practice-fft-data-may-2022.pdf>



North & South Essex Local Medical Committees Ltd  
Unit 5 Whitelands, Terling Road, Hatfield Peverel,  
Chelmsford, Essex  
Essex CM3 2AG  
**Tel:** 01245 383430  
**Email:** [info@essexlmc.org.uk](mailto:info@essexlmc.org.uk)  
**Web** [www.essexlmc.org.uk](http://www.essexlmc.org.uk)