

Friends and Family Test - October 2018

Background

The NHS Friends and Family Test (FFT) is a feedback tool which offers patients of NHS-funded services a question which asks how likely, on a scale ranging from extremely unlikely to extremely likely, a service was implemented on a national basis across all adult acute hospital inpatients and accident and emergency providers of NHS funded community and mental health services, and to general practices on 1 January 2018, as well as the inclusion of children and young people to all settings. Data on all these services is available in this file.

This file gives users a summary of patient FFT across all care settings. More detailed data for each service is available in the accompanying spreadsheets.

Notes

Methodology

As long as providers meet the requirements of the FFT guidance, they can choose their own collection method. Local flexibility is permitted over the degree and frequency of promotion of the FFT within communities. Providers should continue to hear from the full spectrum of their patient community and in sufficient volumes so as to ensure that the FFT is being carried out between organisations. No statistical standardisation techniques are applied to the data, and all data taken into account when interpreting results.

Participation

Response rates are published for inpatients, A&E and question 2 in maternity. However for the rest of the data, responses are put into context, e.g. for GP FFT the list size is used. Whilst helping to put the number of responses into context, this does not take into account the number of people who do not respond.

Feedback welcome

We welcome feedback on both the content and presentation of FFT data within this commentary, and any comments regarding the FFT data, to: england.friendsandfamilytest@nhs.net

For press queries, please e-mail the NHS England media team at: nhs.cb.media@nhs.net

Contact

FFT data team - england.friendsandfamilytest@nhs.net



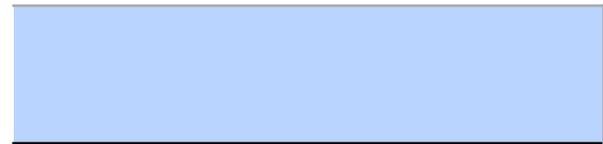
ces the opportunity to provide feedback about the care and treatment they have received. It uses a person is to recommend the service to a friend or family member if they needed similar care/treatment in emergency departments on 1 April 2013 and in NHS maternity services from October 2013. The FFT was introduced in primary care settings from 1 April 2015. Further roll out from 1 April 2015 allowed capture of dental practices, outpatients and ambulance services is published on a monthly basis.

care setting can be found at: <http://www.england.nhs.uk/ourwork/pe/fft/friends-and-family-test-c>

variation methodology. A range of different methods can be used to encourage participation from all patients in primary care and mental health services, and at which 'touch-points' in a pathway this occurs, to ensure that the data is to be useful for service improvement purposes. This means that there will be differences as to how the data is collected and how to attempt to control for these differences between months or organisations. These factors

of the care settings no response rates are published. For these settings a figure is published to put the number of responses in context it should not be used as a response rate to compare organisations.

and on those data published on the NHS England website. Please email any comments on this, or any



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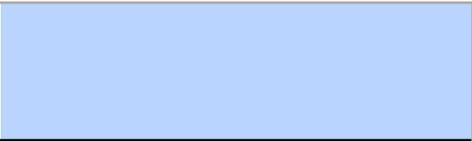
other issues

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FFT	Number of organisations submitting	Total responses to date	Respc
	October 2018	October 2018	October 2018
A&E	136	8,581,663	139,923
Inpatient	169	12,513,898	251,000
Maternity (Antenatal)	132	434,600	8,074
Maternity (Birth)	132	687,890	10,585
Maternity (Postnatal Ward)	131	739,199	11,600
Maternity (Postnatal)	132	332,470	4,814
Outpatient	245	13,387,267	362,106
Ambulance (including patient transport)	14	155,428	2,741
Community	149	4,903,181	117,086
Mental Health	76	846,836	24,321
GP	4,374	10,427,765	357,099
Dental	3,683	4,012,213	112,387
Total	N/A	57,022,410	1,401,736



Responses	Response Rate		Score (% recommend)	
	September 2018	October 2018	September 2018	October 2018
135,651	12.2%	12.2%	87%	86%
222,510	24.9%	24.7%	96%	96%
6,976	N/A	N/A	95%	95%
9,976	21.1%	20.3%	97%	96%
11,984	N/A	N/A	95%	94%
4,242	N/A	N/A	98%	98%
312,890	N/A	N/A	94%	93%
2,513	N/A	N/A	92%	92%
108,020	N/A	N/A	96%	95%
19,722	N/A	N/A	90%	90%
319,868	N/A	N/A	90%	90%
72,047	N/A	N/A	98%	97%
1,226,399	N/A	N/A	N/A	N/A



Score (% not recommend)	
October 2018	September 2018
8%	8%
2%	2%
2%	2%
1%	2%
2%	2%
1%	1%
3%	3%
4%	4%
2%	2%
3%	4%
5%	5%
1%	1%
N/A	N/A