

Appendix 2

Practice manager
Practice address

Team/Directorate

NHS England

Address 1

Address 2

Address 3

Postcode

Telephone
Email address

Dear [practice manager]

Friends and Family Test – remember to submit your data every month

Since January 2015, it has been a contractual requirement for all GP practices to submit monthly Friends and Family Test (FFT) data to NHS England by the twelfth working day each month.

The FFT is now the biggest ever initiative to gather feedback about NHS services. Over 1.3 million responses have been collected by GP practices. Nearly 90% of patients that respond would recommend their GP practice.

FFT is designed to:

- give every patient the opportunity to provide feedback;
- gather positive, morale boosting feedback for GP practice staff;
- identify areas where improvements might be made.

The themes raised in FFT feedback can also be a useful prompt for discussion with patient participation groups.

Collecting and responding to feedback from patients is vital for developing services that meet their needs, but I appreciate that implementing the FFT is another demand on your valuable time. That is why we made the FFT as easy to implement and as flexible as we could.

So far, about 70% of practices have successfully submitted data to NHS England each month and I know a lot more have tried unsuccessfully. I appreciate that some practices have found submitting the data through the CQRS difficult or problematic. However, I would like to reiterate that this is a contractual requirement, and therefore, we will continue to monitor the data that is being submitted, and to offer support to those that need it. In response to feedback from practices, NHS England has been working to make the submission of FFT data a little easier. As such, changes have recently been made in CQRS and before submitting their November

data, practices will need to “accept” the FFT service within CQRS. For more information, please see the attached update.

The guidance for implementing the FFT is on the NHS England website, here; www.england.nhs.uk/wp-content/uploads/2014/07/fft-gp-imp-guid-14pdf

and guidance on how to submit data is here: <https://www.england.nhs.uk/wp-content/uploads/2015/11/fft-gp-data-sub-nov15.pdf>

If you have any difficulties implementing the FFT, or suggestions for how it could be improved, please get in touch with the national helpdesk, which you can contact by e-mailing: england.friendsandfamilytest@nhs.net or calling: 0113 824 94 94.

Yours sincerely

[Head of primary care]