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Friends and Family Test (FFT)

Please click [here](#) to read the latest guidance from the BMA (released 18.11.14)

The LMC has received a number of requests for more information regarding the Family and Friends Test.

The Friends and Family Test (FFT) was introduced in acute hospital in-patient and A&E services in April 2013 and maternity services in Oct 2013.

The Friends and Family Test will be a contractual requirement from October 2014 and will be introduced across General Practice on 1st December 2014.

FFT is a way of seeking anonymous, real time feedback from patients on their experience.

The test question will be: 'How likely are you to recommend our practice to friends and family if they needed similar care or treatment?' A follow up question determined by each practice gives opportunity for more detailed feedback.

Practices will also provide monthly feedback to NHS England.

The feedback is expected to help practices review and develop existing services.

The FFT has been piloted nationally and is now being piloted in 3 practices locally to generate learning on the FFT process as well as data. This will then be shared across Wessex.

Arnewood Practice is a 13,500 list semi-rural practice and is using the on site tablet method. This is my practice.

Milton Abbas & Milborne St Andrew Surgery is a 3,500 list rural practice and is using the telephone method.

Milton Park Practice & Campbell Surgery is a 7,300 list city practice and is using the telephone method.

The FFT should be used to support the patient participation DES and will reflect the quality of service in your practice.

Improving the quality of primary medical care is now a responsibility of CCGs. To deliver the FFT will take practice time especially if delivered via a paper solution. If it is achieved via text messaging or touch screen solutions then this will have a financial cost.

Some CCGs are supporting the costs of electronic solutions using resources such as Quality Premium funding (Somerset CCG) and Quality Premium (Bath CCG).

This will require a constructive collaborative approach to the CCG from practices reconciled to making the best of this new contractual requirement

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Kind regards

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[Friends and Family Test Letter](#)

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