

Friends and Family Test

The Friends and Family Test (FFT) asks people if they would recommend the NHS services they have used and offers a range of responses.

Patient FFT settings include GP, Dental, Inpatient, A&E, Maternity, Outpatients, Ambulance (patient transport), Mental Health, and Community.

From 1 April 2020, a new question has replaced the original FFT question about whether people would recommend the service they used to their friends and family.



The New FFT

The previous FFT question asked how likely someone would recommend the NHS service to friends and family if they needed similar care or treatment. The **replacement FFT** question invites feedback on the overall experience of using the service and asks



“Overall how was your experience of our service?”


Answers can be rated


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





Patients can still explain their score by adding comments, and may be asked a second question e.g. “Do you think the practice has improved in the last 12 months?”

Resources

 Updated resources are available from NHS England Health Publications, at <https://www.healthpublications.gov.uk/Home.html>. Put FFT into the product search box for a full list of what's available.

 Central resources include animated films and an audio promotion suitable for use on websites and waiting room TV screens, a range of posters and leaflets for different services, and some feedback forms for primary care.

 Some are downloadable for local printing and others are available in hard copy and will be sent out free of charge when you register and place an order.

 There are five versions, which can make the FFT question more inclusive for a range of service users, including people with a learning disability and children.