

Guidance on Friends and Family Test Data

Accurx



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Introduction

The Friends and Family Test (FFT) is a feedback tool that enables patients and other users of NHS services to share their experiences. This information helps practices understand what is working well and identify opportunities to improve the quality of care.

GP practices are required to:

- Provide all service users with the opportunity to give anonymous FFT feedback.
- Use the standard FFT questions, including at least one follow-up question for free-text responses.
- Ensure the FFT process is inclusive for all service users.
- Submit FFT data to NHS England monthly.
- Publish results locally.

Implementing the FFT is a contractual requirement for all GP practices.

The FFT, provided via Accurx, is designed to be a simple and quick way for patients to share feedback. Practices can create a straightforward online feedback form to send to patients through Accurx. The NHS encourages providers to make the FFT as accessible as possible for everyone using their services.

For further guidance, including tips to optimise your FFT, visit the official NHS FFT page and their detailed FFT guide.

Note: Before using platforms like Google Forms or Microsoft Office to collect FFT responses, please consult your Data Protection or Information Governance officer.

Creating your own Friends and Family Test (FFT)

You'll need to log into a Microsoft account to create a Microsoft Form

Create a new form

1. Head to <https://forms.office.com/>
2. Click '**New Form**' at the top of the page (shown below)



Edit the title and description of your form

Here, you'll want to clearly outline your service, so users know what to base their feedback on.

Create your first question

1. Click 'Insert new question'.
2. To set up multiple choice answers, select 'Choice'.
3. Write your question.
4. Click 'Add option' at the bottom of the options and add all 6.
You can edit each option by clicking on it!
5. Turn on the 'Required' toggle at the bottom so this question can't be skipped.

💡 To save time, you can access a template that you can duplicate into your Microsoft Forms account. Click [here](#) to find it! 💡

Adjust the settings and share with your patients.

Remember to ensure your survey is accessible to everyone you share the link with. You'll also need to ensure that all responses are anonymous.



1. In the first dropdown, ensure that 'Anyone can respond' is selected.

Send and collect responses

☒ Anyone can respond
 Anonymous response, doesn't require sign-in

☐ Only people in my organisation can respond

☐ Specific people in my organisation can respond

2. Shorten your URL by checking the box so it takes up less space in your messages.

Copy your link, paste this into a message, and send!

<https://forms.office.com/r/Jv...>
☒ Shorten URL
 Copy link

To: Email address...

Using Post-Appointment Reminders in Accurx

You can send the Microsoft forms you have created to your patients manually or automatically after they have had an appointment.

What is a Post-Appointment Reminder?

[Post-Appointment Reminders](#) Messages are text messages which are automatically sent to patients 24 hours after their appointment. These can be set up for specific slot types within your appointment book.

How to use them?

To set up a Post-Appointment Message for a specific slot type, you will need to either edit an existing Appointment Reminder or create a new one.

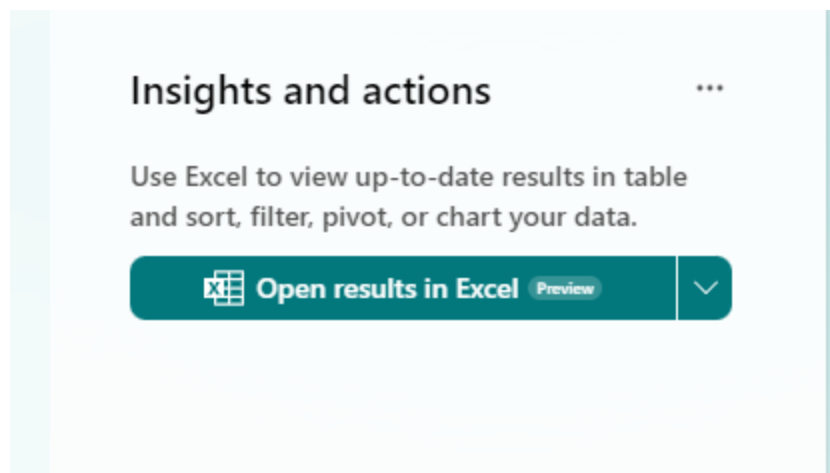
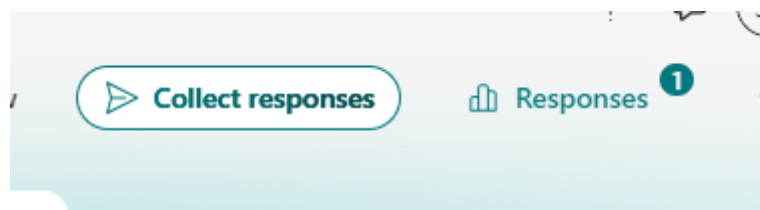
[Instructions on how to create a new appointment reminder can be found here](#)

Set up a spreadsheet for the responses.

Responses

To access the responses from your patients, you'll need to set up an excel spreadsheet. To do this follow the below steps –

1. Go to the Microsoft forms you have created.
2. Click on the 'Responses' tab at the top of the page.
3. Click 'Open in Excel' to create a spreadsheet.



Manually submitting FFT feedback

Within Microsoft Forms, the responses are listed in chronological order. To extract data over a particular timeframe, you'll need to open a spreadsheet.

1. Under the responses tab click 'Open in Spreadsheet'.
2. The date and time of each submission should be visible on the left-hand side. Scroll to the date you're looking for.
3. Select the cells over this timeframe by clicking and dragging your mouse over the cells.
4. Copy this data by using CTRL + C on your keyboard.
5. Paste the data in a new spreadsheet by using CTRL + V on your keyboard.

You can now share this spreadsheet with data on a particular month or timeframe with your colleagues or PCN.

CQRS Submission

Practices are required to submit FFT data through the CQRS. CQRS is an existing NHS Digital system that is used to log data concerning GP services, e.g. Quality and Outcomes Framework (QOF). Users log in to the system using their unique username and password.

FFT data should be submitted to NHS England monthly via CQRS.

Each month, practices are required to submit:

- the total number of responses in each response category
- the number of responses collected through each collection method

Practices are not required to submit and free text comments to NHS England.

Practices can submit data as soon as they are ready after the month end and will have until the twelfth working day (inclusive) to make their submission.

Submission dates are shown [Here](#).

Best Practice Examples: – Reflecting on responses received

Reflecting on patient feedback is important because it provides valuable insights into the patient's experience, satisfaction, and areas that may need improvement. It helps healthcare providers identify and address issues, enhance the quality of care, and ultimately improve patient outcomes.

Here are some examples of how you can evidence you have reflected on the responses you have received from your friends and family tests: –

- **Share Your Learnings:** Discuss what you've learned from the feedback and how it has impacted your decisions or policy changes. You could do this during your Patient Participation Group meetings.
- **Action Plans:** After receiving feedback, create action plans detailing how you intend to address or improve upon the areas mentioned by your patients. This can be a practical way to demonstrate your commitment to reflection and growth.
- **'You Said We Did' board** – Having a 'You Said We Did' board is beneficial as it shows transparency: "You Said, We Did" demonstrates that you value and take feedback seriously, making your processes more open and trustworthy. This could be displayed in the patient waiting area, on your practice website or in your practice newsletter.
- **Social Media** – using your social media platforms to inform patients of the feedback received within the practices is a great way to keep in touch with different cohorts of patients. You could have a Friends and Family Friday [#FFT Friday] scheduled post on your social media platforms that celebrates the positive feedback and highlights any changes you will be making as a result.
- **Hold Message** – you could add a short message with responses to your hold messages within your telephone system.

Useful links

You can find supporting information about the FFT using the links provided below:

Accurx guidance – [Appointment Reminders: How to make a Friends and Family test using Microsoft Forms](#)

Friends and Family – <https://www.england.nhs.uk/fft/>

FFT guidance page – <https://www.england.nhs.uk/fft/fft-guidance/>

Making the FFT inclusive – <https://www.england.nhs.uk/fft/fft-inclusive/>

FFT communications resources – <https://www.england.nhs.uk/fft/fft-comms-res/>

Monthly FFT data – <https://www.england.nhs.uk/fft/friends-and-family-test-data/>

FFT case studies – <https://www.england.nhs.uk/fft/friends-and-family-test-development-project-2018-19/case-studies/>

National NHS surveys – <https://www.england.nhs.uk/statistics/statistical-work-areas/patient-surveys/>