

17 March 2023

Dear Practice Manager

Friends and Family Test (FFT) Submission

NHS England issued a communication on 5 July 2022, to advise that the NHS Friends and Family Test (FFT) service has been re-launched in CQRS National. The service was suspended as one of the measures to reduce burden on general practice as part of the response to Covid-19.

GP practices should now have started to make the FFT available to their patients from April 2022 onwards.

The indicators for FFT largely remain the same, although GP practices will also be required to implement the new FFT guidance, which includes the following changes to the policy:

- a new more appropriate mandatory question
- the practices' increased ability to design how and when they hear from patients
- a reduced focus on the numerical data
- the increased local focus on the free text comments from patients
- [using-the-fft-to-improve-patient-experience-guidance-v2.pdf \(england.nhs.uk\)](#)

Data Collection

FFT submission requires manual data entry each month, data collections will take place monthly with a deadline for GP practices to submit numerical FFT data for national publication via CQRS, no later than 12 working days after month end. For e.g. March 2023 data must be submitted by 18 April 23. The NHS Friends and Family Test (FFT) 2023/24 service has now been launched in CQRS National. The indicators in the service remain the same as those used last year.

I do appreciate that implementation of the FFT is an additional burden at a time of increasing workload, but I can assure you that NHS England has sought to make the FFT process as simple and as low a burden as possible, while meeting the fundamental principle of the FFT that all NHS patients should have the opportunity to provide feedback about the services they receive.

One of the few key requirements of the FFT is that practices must submit data to NHS England each month through the CQRS. NHS England has published guidance on what should be submitted and how here.

If you need support or advice on how to implement FFT you have can:

- find advice, support materials, frequently asked questions, case studies etc on the [NHS England website](#); or
- e-mail the national FFT team: england.friendsandfamilytest@nhs.net

Statutory Requirement

As you will be aware, it is a contractual requirement to make the Friends and Family Test (FFT) available to your patients, and to submit data to NHS England. Missing submissions and abnormalities will be flagged in the data when it is published. NHS Greater Manchester will contact practices where there are issues with data submission or to enquire if any assistance is required.

NHS Greater Manchester will be issuing reminder notices following the April 2023 submission to GP Practice that do not comply with the FFT requirements, failure to submit for 3 consecutive months may be in breach of contract.

I would urge you to review your administrative processes to ensure timely submission of statutory and mandatory contractual requirements.

Yours sincerely,



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