Guidance on the submission of GP practice Friends and Family Test data

Contents

Summary

1.   This guidance sets out the arrangements for GP practice staff submitting monthly NHS Friends and Family Test (FFT) data to NHS England.

2.   The data is submitted through the CQRS system.

3.   General guidance on how to implement FFT can be found here: www.england.nhs.uk/wp-content/uploads/2019/09/using-the-fft-to-improve-patient-experience-guidance-v2.pdf

4.   The FFT question: "Overall, how was your experience of our service?" has six possible response categories:

   - *Very good,*
   - *good,*
   - *neither good nor poor,*
   - *poor,*
   - *very poor, and*
   - *don't know.*

5.   Practices are allowed flexibility in how they make FFT available to their patients, which can be categorised as:

   - *handwritten,*
   - *telephone call,*
   - *tablet/kiosk,*
   - *SMS/text message,*
   - *smartphone app or online, or*
   - *other.*

Data to submit

6.   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.

7.   Free text comments are not submitted to NHS England.

Timeline

8.   Organisations 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. Future submission dates are provided in Annex 1.

Submission route

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

Data submission process Q&A

What will happen after I submit the data?

10. NHS England will publish the data that is submitted by the practice, except where publication of low numbers would risk individual patients being identified (ie when there are fewer than five responses). In this case the data will be suppressed and an * will appear in place of the data.

11. NHS England will simply publish what it receives from the practices by the submission deadline. Once published there will be no provision to revise data, if there are data issues, the focus is on practices improving the quality of future submissions. However, practices can amend/correct their submissions through CQRS until the **twelfth working day** (inclusive).

12. Area teams will not have access to the data to check it or sign it off prior to submission and will not be required to validate the data or amend it once it has been entered onto the system.

13. Where data appears to be unfeasible (ie significantly higher than is plausible - see below), our intention is to publish the data but highlight it in italics.

Will any validation of the data be undertaken?

14. Missing submissions and abnormalities will be flagged in the data when it is published. Area teams will contact practices where there are issues with the data submitted to enquire if any assistance is required. Monthly data will not be changed once it is published. The focus will be on providing better data in future.

How will data with issues be handled when the data is published?

15. If we do not receive data from a practice, we will enter the words "no data" in the publication. Data that is deemed to be unfeasible will be highlighted in italics.

What is an unfeasible value?

16. An unfeasible value is where the monthly number of responses is greater than the practice's list size.

Do I need to make a submission every month even if I have got a low number of responses?

17. Yes, practices should submit monthly data even if the number of responses is low.

How will low response numbers be handled in the national publication?

18. Where a practice submits fewer than five responses we will not publish the numbers, in order to avoid the risk of publication of patient identifiable data. It is still important to submit the data, as this will demonstrate that the contractual requirement to implement FFT is being met.

Will NHS England correct data if it publishes it incorrectly?

19. If NHS England inadvertently publishes data that does not reflect the data that has been submitted through the CQRS, we will correct it as quickly as possible. NHS England uses

lists of practices from the CQRS. Due to timing issues there may be a small number of cases where practices at a local level have closed but still show as active on central lists, if the practice had been listed as 'no data' but was subsequently found to have closed this would not be deleted from data that has already been published, simply removed from future publications.

Who do I contact if I have any additional questions?

20.   Queries should be sent to: england.friendsandfamilytest@nhs.net

Annex 1: Submission deadlines for 2023/24

21. Organisations will be able to submit their data from the first working day of the month following the month of the data collection. The deadline for submissions is the thirteenth working day (inclusive) of the month, following the data collection period.

22. Dates for the 2023/24 are shown in the table below.

FFT feedback month	Submission closure (twelfth working day of the month)
April 2023	19 May 2023
May 2023	19 June 2023
June 2023	19 July 2023
July 2023	17 August 2023
August 2023	19 September 2023
September 2023	18 October 2023
October 2023	17 November 2023
November 2023	19 December 2023
December 2023	18 January 2024
January 2024	19 February 2024
February 2024	19 March 2024
March 2024	18 April 2024