

Friends and Family Test Policy

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Probus Practice

2021

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Purpose and definitions

The purpose of this policy is to provide guidance for staff and assurance to patients that Probus Surgery and Probus Surgical Centre is committed to continually providing high quality healthcare for all patients and supporting the staff who provide this care. The aim of the policy is to ensure that users of NHS services have the opportunity to provide feedback on their experiences of the services they receive in the practice.

All patients regardless of age, gender, ethnic background, culture, cognitive function, sexual orientation, or marital status have the right to have their privacy and dignity respected.

The Friends and Family Test is a feedback tool that enables patients to highlight both good and poor patient experience. It is a continuous feedback loop between patients and practices.

Scope

This policy applies to all employees of Probus Surgery and Probus Surgical Centre, contractors, seconded staff, placements, and agency staff.

Roles, rights, and responsibilities**Patients**

All patients have a right to complete the Friends and Family Test (FFT). Patients who need additional help to complete the FFT will be supported to do so.

All staff

All staff will be aware of and adhere to the FFT policy.

Practice manager

To update the policy, ensure that it is aligned with national guidelines, distribute appropriately, and ensure that staff are trained at induction and at regular intervals so that they are aware of the NHS England requirements for the FFT and the content of the practice policy.

Principles of this policy

This policy adheres to local and national guidance and policy, including the NHS Employers.

The FFT question

The standard NHS England wording of the FFT question and responses will be used:

- Thinking about your GP practice, overall, how was your experience of our service?
- The responses are: ‘Very good; ‘Good’; ‘Neither good nor poor’; ‘Poor’; ‘Very poor’; or ‘Don’t know’.

At least one follow-up question will be included to allow the opportunity to provide a free text response. Options recommended by NHS England include:

- Please can you tell us why you gave your answer?
- Please tell us about anything that we could have done better?

Completing the FFT

All patients will have the opportunity to access the FFT at any point in their treatment pathway.

Patients will be made aware of their right to complete the FFT at every interaction and provided with the means to do so.

In some circumstances a clinical decision may be made where it is not appropriate to ask for feedback (for example, if it might cause distress).

Patients with specific needs (for example those with dementia, hearing loss, children and young people, or people whose first language is not English) will have their needs addressed in order to complete the FFT. This may include help from a parent, carer, volunteer, or member of staff.

Submitting data

Monthly data will be submitted to NHS England including:

- The number of responses in each category.
- The number of responses collected by each method.

Free text responses and any additional information collected by FFT will not be submitted.

Results of the FFT

The results of the FFT will be published on the practice website and will be used to reflect on patient experiences, improve upon them, and monitor progress.

Distribution

Employees will be made aware of this policy via TeamNet.

Patients will be made aware of this policy using patient leaflets and on the practice website.

Training

All staff will be given training on the FFT procedures at induction and at regular intervals thereafter.

Any training requirements will be identified within an individual's Personal Development Reviews. Training is available in the Training module within TeamNet.

Equality and diversity impact assessment

In developing this policy, an equalities impact assessment has been undertaken. An adverse impact is unlikely, and on the contrary the policy has the clear potential to have a positive impact by reducing and removing barriers and inequalities that currently exist.

If, at any time, this policy is considered to be discriminatory in any way, the author of the policy should be contacted immediately to discuss these concerns.

Monitoring and reporting

Monitoring and reporting in relation to this policy are the responsibility of the practice manager.

The following sources will be used to provide evidence of any issues raised:

- PALS.
- Complaints.
- Significant and learning events.

Any incidents relating to the FFT will be monitored via incident reporting.

Summary of NHS legal and mandatory documentation

NHS England. [Friends and family test in GP practices - summary of the guidance.](#)

NHS England and NHS Improvement. [Using the Friends and Family Test to improve patient experience.](#)

Versions

Document review history

Version number	Author/reviewer	Summary of amendments	Issue date
1.0	Clarity Informatics	Policy written	1.6.2020
2.0	Spencer Casey	Reviewed	5/08/2021
3.0			
4.0			
5.0			
6.0			
7.0			

Bibliography

CQC. [Nigel's surgery 16: The Friends and Family Test.](#)

NHS. [Friends and Family test \(FFT\).](#)

NHS England. [Friends and Family test communications resources.](#)

NHS England and NHS Improvement. [Using the Friends and Family Test to improve patient experience.](#)