GP Friends and Family Test (FFT) Data

Now that you have opened this file you need to click on File -> Save As and save it on your local drive using an appropriate name. You can update the file each month to review your practices month on month performance. Your monthly return must still be submitted on CQRS. This file will not be accepted as an alternative.

Data Input Sheets
Input monthly data in the Data Input Sheet for the relevant financial year. The percentage of patients recommending and not recommending the service is automatially calculated for each month.

Data Analysis

Financial year trends for percentage of patients recommending the service and number of responses per month are captured in the Analysis tab.

Where patients have completed the additional free text question of the Friends and Family Test questionnaire, complete the Actions tab with the submitted response.

These comments can be grouped into themes. Where applicable, there is the opportunity to enter an action against the patient comment, as well as an indication of if the action is completed.

NHS England

March 2015

FFT DATA SUBMISSIONS 2014/15

Increase compared to previous month Same as previous month

Decrease	compated	to	previous	month
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		Percentage R	ecommended		Percentage Not	Recommended		
		Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know	Total
	Handwritten							0
	Telephone Call							0
	Tablet / Kiosk							0
Dec-14	SMS / Text Message							0
	Smartphone app or online							0
	Other							0
	Total	0	0	0	0	0	0	0

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		Percentage R	ecommended		Percentage Not	Recommended		
		Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know	Total
	Handwritten							0
	Telephone Call							0
	Tablet / Kiosk							0
Jan-15	SMS / Text Message							0
	Smartphone app or online							0
	Other							0
	Total	0	0	0	0	0	0	0

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		Percentage R	ecommended		Percentage Not	Recommended		
		Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know	Total
	Handwritten							0
	Telephone Call							0
	Tablet / Kiosk							0
Feb-15	SMS / Text Message							0
	Smartphone app or online							0
	Other							0
	Total	0	0	0	0	0	0	0

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		Percentage R	ecommended		Percentage Not	Recommended		
		Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know	Total
	Handwritten							0
	Telephone Call							0
	Tablet / Kiosk							0
Mar-15	SMS / Text Message							0
	Smartphone app or online							0
	Other							0
	Total	0	0	0	0	0	0	0

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FFT DATA SUBMISSIONS 2015/16

Increase compared to previous month

Same as previous month

Decrease compated to previous month

		Percentage Ro	ecommended		Percentage Not	Recommended	
		Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
	Handwritten						
	Telephone Call						
	Tablet / Kiosk						
Apr-15	SMS / Text Message						
	Smartphone app or online						
	Other						
	Total	0	0	0	0	0	0

		Percentage R	ecommended		Percentage Not	Recommended	
		Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
	Handwritten						
	Telephone Call						
	Tablet / Kiosk						
May-15	SMS / Text Message						
	Smartphone app or online						
	Other						
	Total	0	0	0	0	0	0

		Percentage R	ecommended		Percentage Not	Recommended	
		Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
	Handwritten						
	Telephone Call						
	Tablet / Kiosk						
Jun-15	SMS / Text Message						
	Smartphone app or online						
	Other						
	Total	0	0	0	0	0	0

		Percentage Re	Percentage Recommended		Percentage Not Recommended		
		Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
	Handwritten						
	Telephone Call						
	Tablet / Kiosk						
Jul-15	SMS / Text Message						
	Smartphone app or online						
	Other						
	Total	0	0	0	0	0	0

		Percentage R	ecommended		Percentage Not	Recommended	
		Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
	Handwritten						
	Telephone Call						
	Tablet / Kiosk						
Aug-15	SMS / Text Message						
	Smartphone app or online						
	Other						
	Total	0	0	0	0	0	0

		Percentage Re	Percentage Recommended		Percentage Not Recommended		
		Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
	Handwritten						
	Telephone Call						
	Tablet / Kiosk						
Sep-15	SMS / Text Message						
	Smartphone app or online						
	Other		•				
	Total	0	0	0	0	0	0

		Percentage R	ecommended		Percentage Not	Recommended	
		Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
	Handwritten						
	Telephone Call						
	Tablet / Kiosk						
Oct-15	SMS / Text Message						
	Smartphone app or online						
	Other						
	Total	0	0	0	0	0	0

		Percentage R	Percentage Recommended		Percentage Not Recommended				
		Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know		
	Handwritten								
	Telephone Call								
	Tablet / Kiosk								
Nov-15	SMS / Text Message								
	Smartphone app or online								
	Other								
	Total	0	0	0	0	0	0		

		Percentage R	ecommended		Percentage Not	Recommended	
		Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
	Handwritten						
	Telephone Call						
	Tablet / Kiosk						
Dec-15	SMS / Text Message						
	Smartphone app or online						
	Other						
	Total	0	0	0	0	0	0

		Percentage R	ecommended		Percentage Not Recommended		
		Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
	Handwritten						
	Telephone Call						
	Tablet / Kiosk						
Jan-16	SMS / Text Message						
	Smartphone app or online						
	Other						
	Total	0	0	0	0	0	0

		Percentage R	ecommended		Percentage Not	Recommended	
		Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
	Handwritten						
	Telephone Call						
	Tablet / Kiosk						
Feb-16	SMS / Text Message						
	Smartphone app or online						
	Other						
	Total	0	0	0	0	0	0

		Percentage Ro	ecommended		Percentage Not	Recommended	
		Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
	Handwritten						
	Telephone Call						
	Tablet / Kiosk						
Mar-16	SMS / Text Message						
	Smartphone app or online						
	Other						
	Total	0	0	0	0	0	0

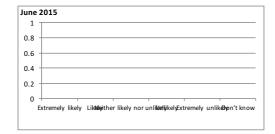
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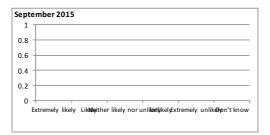
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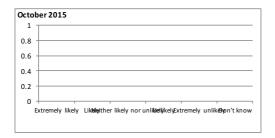
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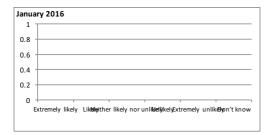
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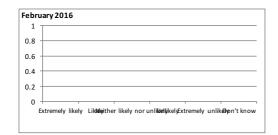
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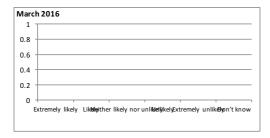
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FFT DATA SUBMISSIONS 2016/17

↑ Increase compared to previous month→ Same as previous month

Decrease compated to previous month

		Percentage Recommended	
		Extremely likely	Likely
	Handwritten	13	6
	Telephone Call		
	Tablet / Kiosk		
Apr-16	SMS / Text Message		
	Smartphone app or online		
	Other		
	Total	13	6

		Percentage Recommended	
		Extremely likely	Likely
	Handwritten	9	6
	Telephone Call		
	Tablet / Kiosk		
May-16	SMS / Text Message		
	Smartphone app or online		
	Other		
	Total	9	6

		Percentage Recommended	
		Extremely likely	Likely
	Handwritten		
	Telephone Call		
	Tablet / Kiosk		
Jun-16	SMS / Text Message		
	Smartphone app or online		
	Other		
	Total	0	0

Percentage Recommended

		Extremely likely	Likely
	Handwritten		
	Telephone Call		
	Tablet / Kiosk		
Jul-16	SMS / Text Message		
	Smartphone app or online		
	Other		
	Total	0	0

		Percentage Recommended	
		Extremely likely	Likely
	Handwritten		
	Telephone Call		
	Tablet / Kiosk		
Aug-16	SMS / Text Message		
	Smartphone app or online		
	Other		
	Total	0	0

		Percentage Recommended	
		Extremely likely	Likely
	Handwritten		
	Telephone Call		
	Tablet / Kiosk		
Sep-16	SMS / Text Message		
	Smartphone app or online		
	Other		
	Total	0	0

		Percentage Recommended	
		Extremely likely	Likely
	Handwritten		
	Telephone Call		
	Tablet / Kiosk		
Oct-16	SMS / Text Message		
	Smartphone app or online		
	Other		
	Total	0	0

		Percentage Recommended	
		Extremely likely	Likely
	Handwritten		
	Telephone Call		
	Tablet / Kiosk		
Nov-16	SMS / Text Message		

Smartphone app or online		
Other		
Total	0	0

		Percentage Recommended	
		Extremely likely	Likely
	Handwritten		
	Telephone Call		
	Tablet / Kiosk		
Dec-16	SMS / Text Message		
	Smartphone app or online		
	Other		
	Total	0	0

		Percentage Recommended		
		Extremely likely Likely		
	Handwritten			
	Telephone Call			
	Tablet / Kiosk			
Jan-17	SMS / Text Message			
	Smartphone app or online			
	Other			
	Total	0	0	

		Percentage Recommended		
		Extremely likely	Likely	
	Handwritten			
	Telephone Call			
	Tablet / Kiosk			
Feb-17	SMS / Text Message			
	Smartphone app or online			
	Other			
	Total	0	0	

		Percentage Recommended		
		Extremely likely	Likely	
	Handwritten			
	Telephone Call			
	Tablet / Kiosk			
Mar-17	SMS / Text Message			
	Smartphone app or online			
	Other			

Total	0	0

76.00%	Percentage Not Recommended		24.00%	
Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know	Total
4		2		25
				0
				0
				0
				0
				0
4	0	2	0	25

1 83.33%	Percentage Not	Recommended	16.67%	
Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know	Total
	3			18
				0
				0
				0
				0
				0
0	3	0	0	18

	Percentage Not Recommended			
Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know	Total
				0
				0
				0
				0
				0
				0
0	0	0	0	0

	Percentage Not Recommended	
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Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know	Total
				0
				0
				0
				0
				0
				0
0	0	0	0	0

	Percentage Not Recommended			
Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know	Total
				0
				0
				0
				0
				0
				0
0	0	0	0	0

	Percentage Not	Recommended		
Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know	Total
				0
				0
				0
				0
				0
				0
0	0	0	0	0

	Percentage Not	Recommended		
Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know	Total
				0
				0
				0
				0
				0
				0
0	0	0	0	0

	Percentage Not	Recommended		
Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know	Total
				0
				0
				0
				0

				0
				0
0	0	0	0	0

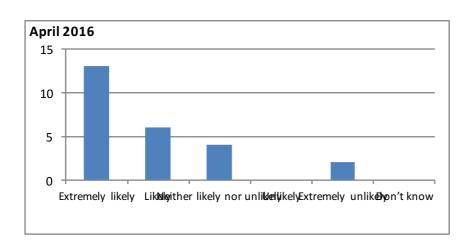
	Percentage Not	Recommended		
Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know	Total
				0
				0
				0
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				0
				0
0	0	0	0	0

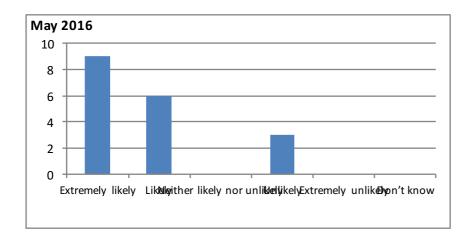
	Percentage Not	Recommended		
Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know	Total
				0
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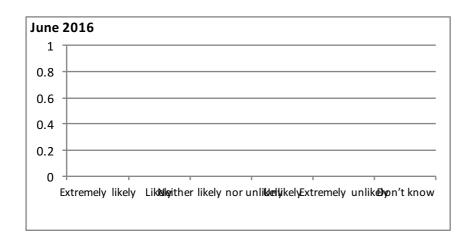
	Percentage Not	Recommended		
Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know	Total
				0
				0
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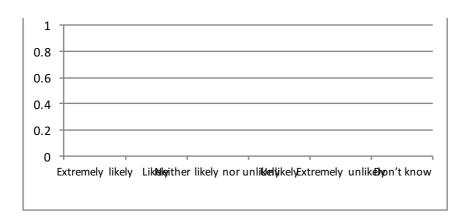
	Percentage Not	Recommended		
Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know	Total
				0
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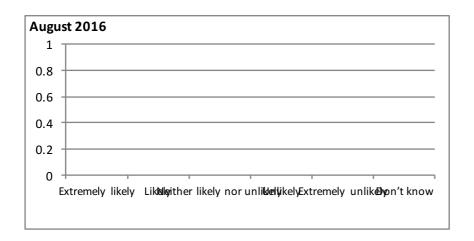
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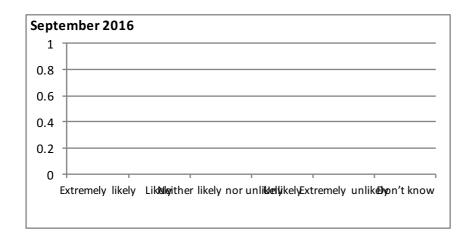


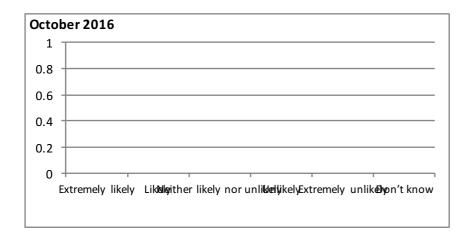






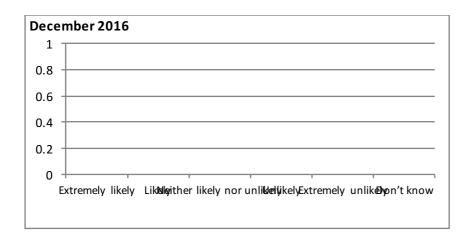


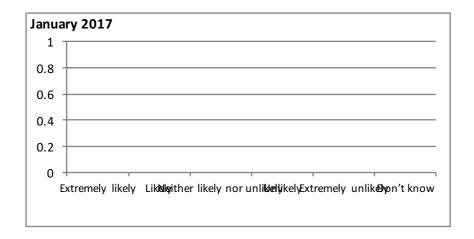


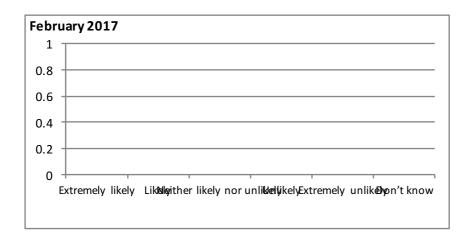


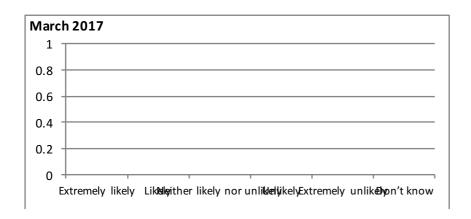


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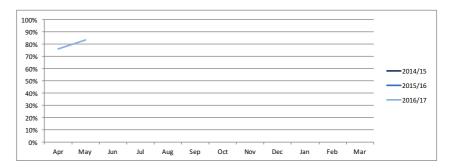






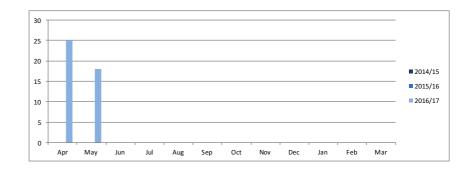
Percentage of respondents recommending the service

	2014/15	2015/16	2016/17
Apr			76%
May			83%
Jun			
Jul			
Aug			
Sep			
Oct			
Nov			
Dec			
Jan			
Feb			
Mar			



Number of responses per month

	2014/15	2015/16	2016/17
Apr			25
May			18
Jun			
Jul			
Aug			
Sep			
Oct			
Nov			
Dec			
Jan			
Feb			
Mar			



FFT ADDITIONAL QUESTIONS AND ACTIONS

Month / Year	FFT Form #	Additional question answer	Themes	Actions	Actions
					completed
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Month / Year	FFT Form #	Additional question answer	Themes	Actions	Actions completed
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Month / Year	FFT Form #	Additional question answer	Themes	Actions	Actions completed
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Month / Year	FFT Form #	Additional question answer	Themes	Actions	Actions completed