

GP Friends and Family Test (FFT) Data

Using the file

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 automatically 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.

Actions

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

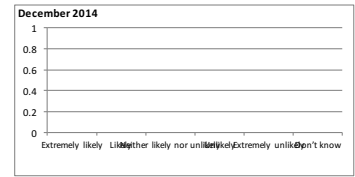
These comments can be grouped into themes. Where applicable, there is the opportunity to enter an action against the patient comment, as well as an indication of if the action is completed.

NHS England
March 2015

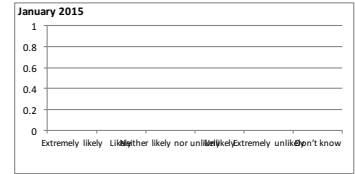
FFT DATA SUBMISSIONS 2014/15

- ↑ Increase compared to previous month
- ↔ Same as previous month
- ↓ Decrease compared to previous month

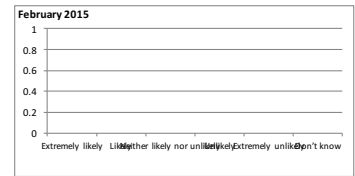
	Percentage Recommended			Percentage Not Recommended			Total
	Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know	
Dec-14	Handwritten						0
	Telephone Call						0
	Tablet / Kiosk						0
	SMS / Text Message						0
	Smartphone app or online						0
	Other						0
	Total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



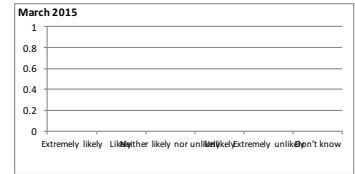
	Percentage Recommended			Percentage Not Recommended			Total
	Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know	
Jan-15	Handwritten						0
	Telephone Call						0
	Tablet / Kiosk						0
	SMS / Text Message						0
	Smartphone app or online						0
	Other						0
	Total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



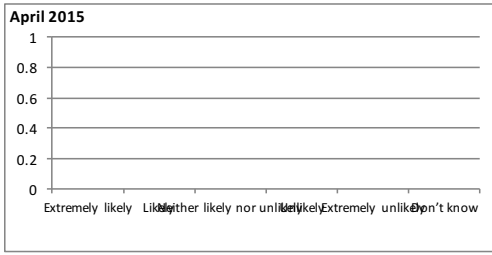
	Percentage Recommended			Percentage Not Recommended			Total
	Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know	
Feb-15	Handwritten						0
	Telephone Call						0
	Tablet / Kiosk						0
	SMS / Text Message						0
	Smartphone app or online						0
	Other						0
	Total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



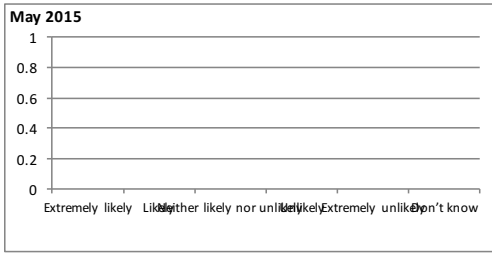
	Percentage Recommended			Percentage Not Recommended			Total
	Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know	
Mar-15	Handwritten						0
	Telephone Call						0
	Tablet / Kiosk						0
	SMS / Text Message						0
	Smartphone app or online						0
	Other						0
	Total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



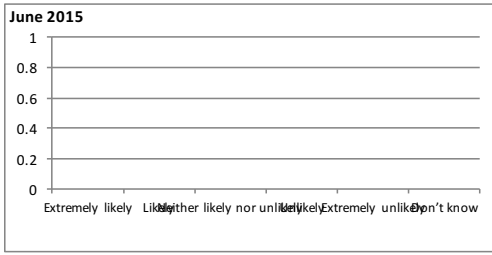
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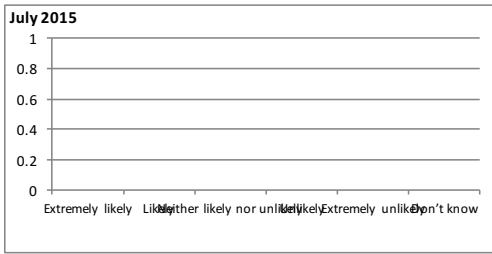
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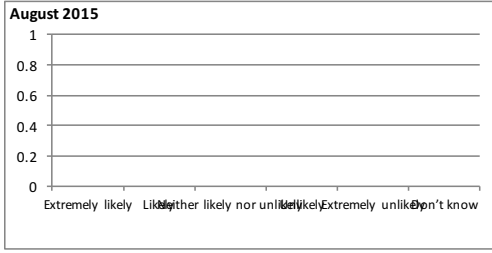
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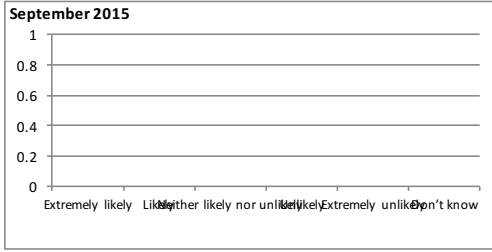
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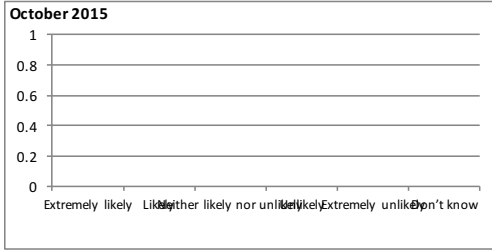
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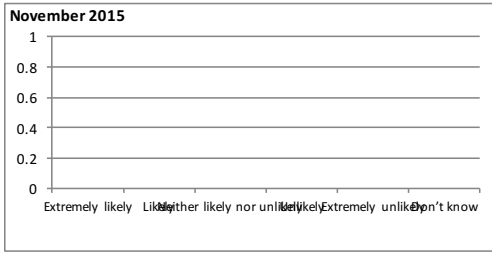
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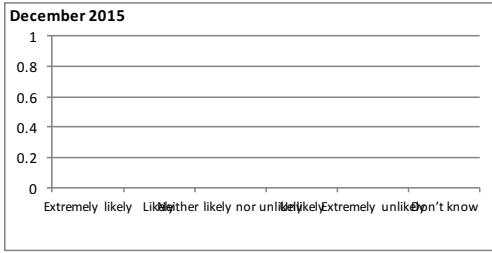
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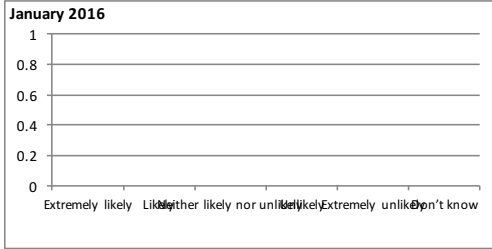
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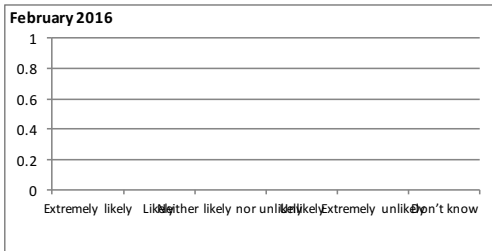
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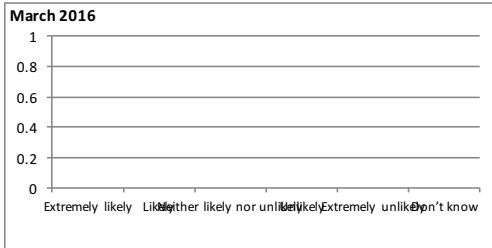
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Total
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Total
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0



FFT DATA SUBMISSIONS 2016/17



Increase compared to previous month



Same as previous month



Decrease compared to previous month

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

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

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

Percentage Recommended

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

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

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

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

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

Smartphone app or online		
Other		
Total	0	0

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

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

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

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

	Total	0	0
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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
4	0	2	0	25

↑ 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	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

	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

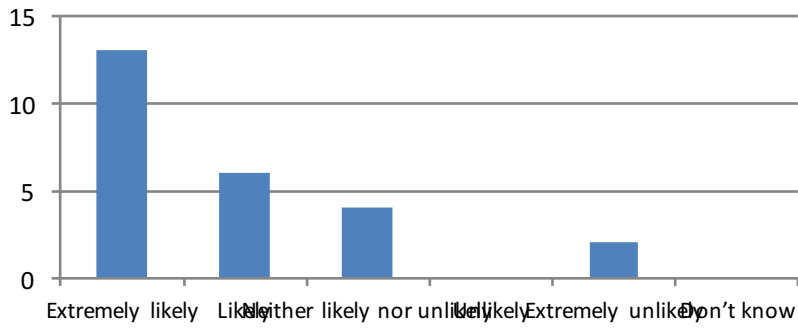
	Percentage Not Recommended			
Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know	Total
				0
				0
				0
				0
				0
				0
0	0	0	0	0

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

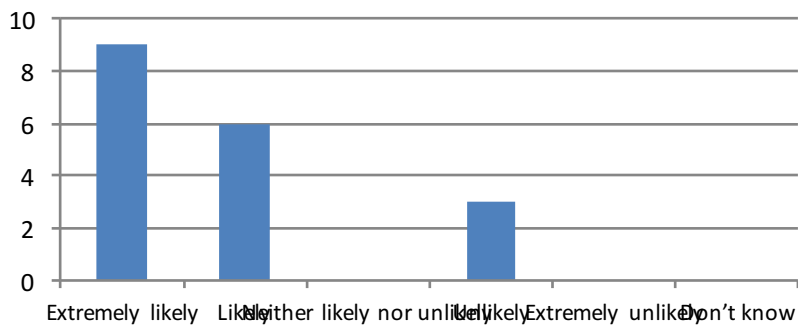
				0
				0
0	0	0	0	0

0	0	0	0	0
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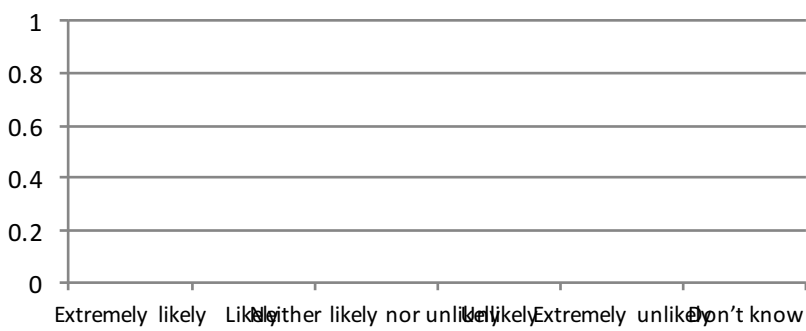
April 2016



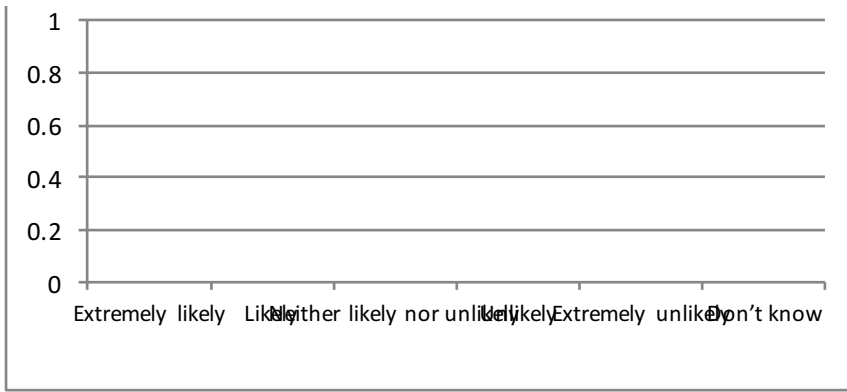
May 2016



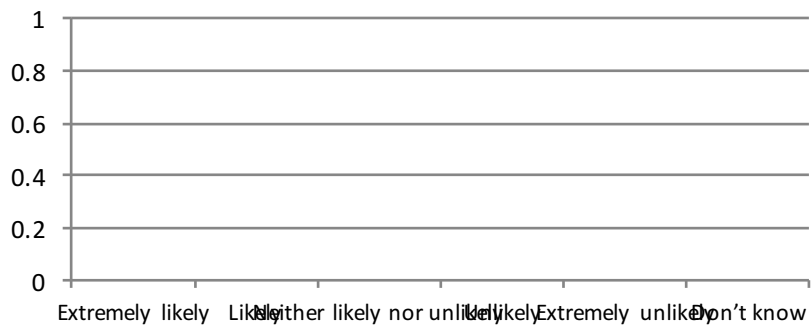
June 2016



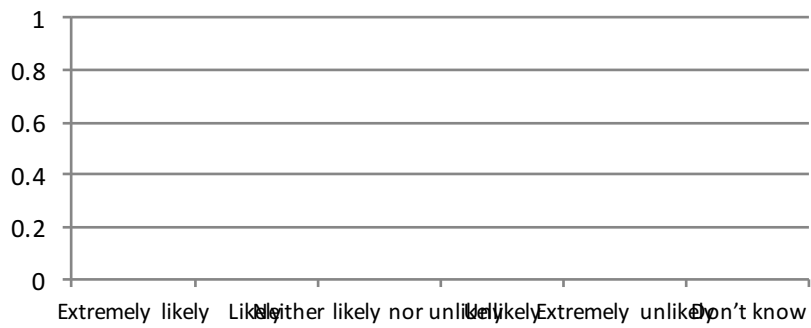
July 2016



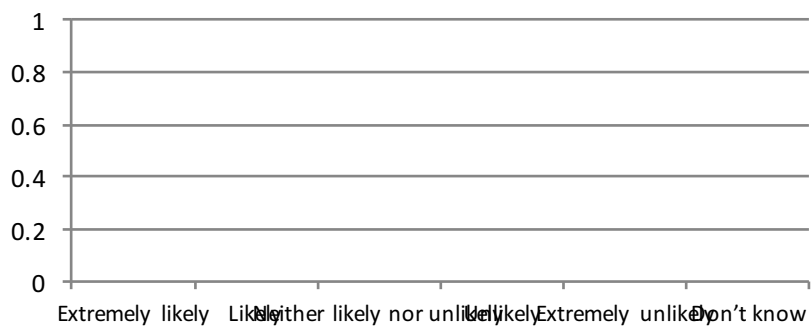
August 2016



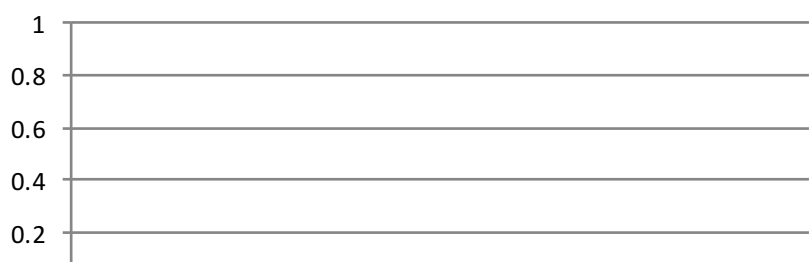
September 2016



October 2016



November 2016



0

Extremely likely

Likely

Neither likely nor unlikely

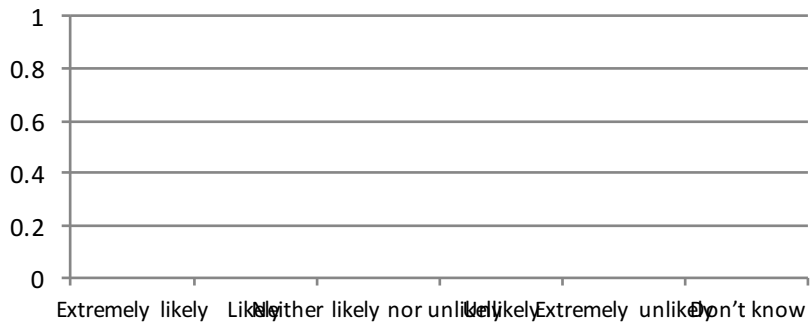
Unlikely

Extremely unlikely

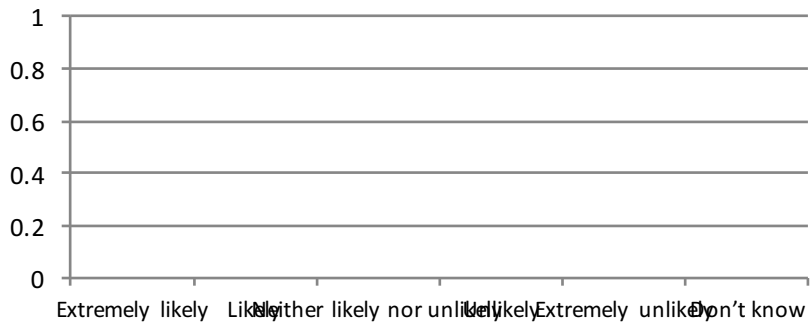
Don't know

5

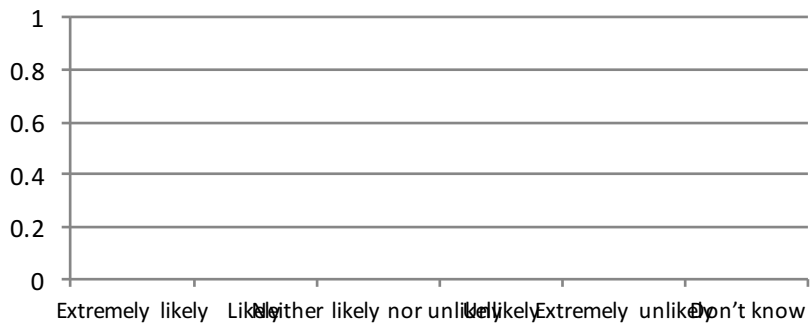
December 2016



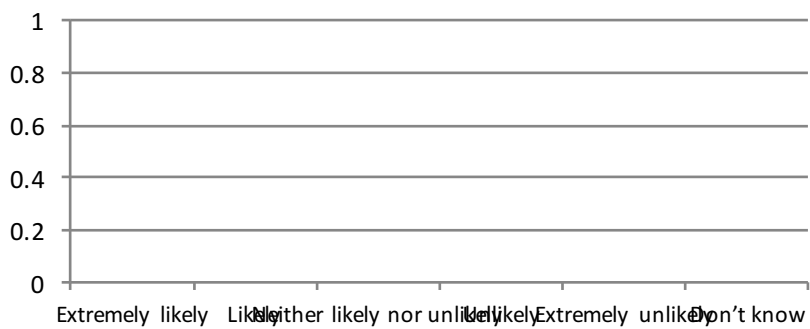
January 2017



February 2017



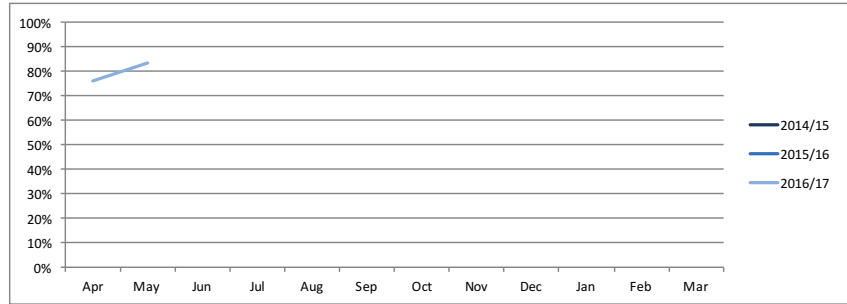
March 2017





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			

