**Change of the headline measure used for the Friends and Family Test (FFT)**

**What is happening?**

A review of the FFT was published in July 2014 and made a number of recommendations. The FFT Review suggested that the presentation of the data should move away from using the Net Promoter Score (NPS) as a headline score and use an alternative measure. In line with this recommendation the NHS England statistical publication will move to using the percentage of respondents that would recommend/wouldn’t recommend the service in place of the NPS.

**When is this happening?**

The changes will take place for the publication on 2nd October. To allow users time to prepare for the change the October publication will contain both the NPS and percentages, however the NPS will no longer be present in the publication at the end of October. If users need to calculate percentage scores on historic data or NPS on future data the formulas outlined further down the document can be used to do this.

**Does this also relate to the data available on NHS Choices?**

The presentation of data on NHS Choices will incrementally move to showing the percentage of respondents who would recommend the service, in place of the NPS, over the coming months. As an additional but linked piece of work NHS England is committed to making the FFT data on NHS Choices as useful as possible for patients. To do this NHS England is working with NHS Choices to undertake user testing in the autumn to decide upon the best long-term format for presenting FFT data on the site.

**How are the different headline scores calculated?**

The present Net Promoter Score (NPS) is calculated using the following formula:

$$NPS=\frac{extremely likely-extremely unlikely-unlikely-neither}{extremely likely+likely+neither+unlikely+extremely unlikely}×100$$

The percentage measures will be calculated as follows:

$$Recommend \left(\%\right)=\frac{extremely likely+likely}{extremely likely+likely+neither+unlikely+extremely unlikely+don^{'}t know}×100$$

$$Not recommend \left(\%\right)=\frac{extremely unlikely+unlikely}{extremely likely+likely+neither+unlikely+extremely unlikely+don^{'}t know}×100$$

**How can I find out more details about the different scoring methods?**

The FFT Review considered the qualitative and quantitative aspects of both the NPS and alternatives (including percentages), further information can be found by following the link below:

<http://www.england.nhs.uk/ourwork/pe/fft/fft-test-review/>