

STATISTICAL COMMENTARY
FRIENDS AND FAMILY TEST DATA
(Inpatients, A&E and Maternity)
May 2015

Background

The NHS Friends and Family Test (FFT) is a feedback mechanism assessing patient experience of NHS services. It uses a simple question which asks how likely, on a scale ranging from extremely unlikely to extremely likely, a person is to recommend the service to a friend or family member if they needed similar treatment. The FFT was implemented on a national basis across all acute hospital inpatients and accident and emergency departments (type 1 & 2) on 1 April 2013 and in NHS maternity services from October 2013. From 1 April 2015, the FFT was made available to all patients attending Walk in Centres or Minor Injury Units as part of the A&E return, and to those admitted to a daycase ward/unit, as part of the acute inpatient return. Data on these services is reported and published on a monthly basis.

Guidance documents and details of FFT data for individual organisations are available at: www.england.nhs.uk/statistics/statistical-work-areas/friends-and-family-test

Key facts for activity in May 2015

FFT	Number of organisations submitting	Responses		Response Rate		Score (% recommend) ¹		Score (% not recommend)	
		May 15	April 15	May 15	April 15	May 15	April 15	May 15	April 15
Inpatient	171	200,954	188,608	26.8%	26.3%	96%	96%	1%	1%
A&E	141	140,276	130,745	14.1%	14.8%	88%	88%	6%	6%
Maternity (Antenatal)	136	7,431	7,307	N/A	N/A	96%	95%	2%	1%
Maternity (Birth)	136	12,323	11,803	23.2%	23.6%	97%	97%	1%	1%
Maternity (Postnatal Ward)	136	12,964	12,617	N/A	N/A	93%	94%	2%	2%
Maternity (Postnatal)	136	5,525	5,677	N/A	N/A	98%	98%	1%	1%

¹ % scores are rounded to the nearest whole number.

Notes

Methodology

NHS England has not prescribed specific modes for the collection of the data, allowing flexibility on exactly how the feedback is collected. Using different modes of collection can influence the patients' responses. No standardisation techniques are applied to the data to attempt to control for modal effects, adjust for non-response or take into account demographics differences between organisations. These factors should be taken into account when interpreting results. Detailed guidance for conducting FFT and the recent FFT Review (which covers these methodology aspects in more detail) can be found through the following link:

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

Designation as Experimental statistics

These data are designated as experimental official statistics because they are new and remain under development. This is in line with the UK Code of Practice for official statistics, principle 4, which defines experimental statistics as:

"New official statistics undergoing evaluation. They are published in order to involve users and stakeholders in their development..."

Feedback welcomed

We welcome feedback on both the content and presentation of FFT statistics within this Statistical Commentary, and on those data published on the NHS England website. Please email any comments on this, or any other issues regarding the FFT data and statistics, to:

england.friendsandfamilytest@nhs.net

For press queries, please e-mail the NHS England media team at nhs.cb.media@nhs.net or call 07768 901293

The analyst responsible for producing these data is:

Gavin Bell

Patients & Information Directorate

NHS England, Analytical Service

5E11, Quarry House, Quarry Hill

Leeds, LS2 7UE Email: england.friendsandfamilytest@nhs.net