

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

**November 2014**

**Background**

The NHS Friends and Family Test (FFT) is a survey 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. Data on these services is reported and published on a monthly basis.

The responses to the FFT question are used to produce a score for the percentage of people that would recommend/not recommend the service. The percentage score replaces the previously used net promoter score and is available at both a national and organisational level. Organisations are also asked to submit figures on the total number of contacts where the FFT is eligible to be asked, these are used to calculate a response rate.

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](http://www.england.nhs.uk/statistics/statistical-work-areas/friends-and-family-test)

**Key facts for activity in November 2014**

FFT	Number of organisations submitting	Responses		Response Rate		Score (% recommend) <sup>1</sup>		Score (% not recommend)	
		November 14	October 14	November 14	October 14	November 14	October 14	November 14	October 14
<b>Inpatient</b>	167	123,052	133,608	37.1%	37.6%	95%	94%	2%	2%
<b>A&amp;E</b>	139	125,609	137,990	18.7%	19.6%	87%	87%	6%	6%
<b>Maternity (Antenatal)</b>	136	7,250	8,225	N/A	N/A	96%	95%	1%	1%
<b>Maternity (Birth)</b>	136	11,260	11,811	22.1%	21.3%	97%	95%	1%	1%
<b>Maternity (Postnatal Ward)</b>	136	12,644	13,941	N/A	N/A	93%	91%	2%	2%
<b>Maternity (Postnatal)</b>	136	5,786	6,678	N/A	N/A	97%	96%	1%	1%

<sup>1</sup> % 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/>

### Calculation of the score

$$\text{Recommend (\%)} = \frac{\text{extremely likely} + \text{likely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$

$$\text{Not recommend (\%)} = \frac{\text{extremely unlikely} + \text{unlikely}}{\text{extremely likely} + \text{likely} + \text{neither} + \text{unlikely} + \text{extremely unlikely} + \text{don't know}} \times 100$$

### Designation as Experimental statistics

These data are designated as experimental official statistics because they are relatively 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..."*

### Suppression

In the cases where the actual number of people submitting responses is less than five, their breakdown is suppressed to protect against individual responders being identified. In addition, where a site has only one ward that has had figures suppressed, it is necessary to suppress an additional ward to protect the identity of the respondents where the site or trust level data are published. In the published data files, a suppressed figure is shown as a '\*'; and an unavailable or non-calculable figure is presented as "NA"; this enables a reader to distinguish between these data types and submitted values of zero.

### Response rates

Some organisations' data may include response rates of greater than 100%. This occurs when responses relating to discharges in one month are received by organisations too late for that month's submission and are submitted as part of the return in the following month.

### 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](mailto:england.friendsandfamilytest@nhs.net)

For press queries, please e-mail the NHS England media team at [nhs.cb.media@nhs.net](mailto:nhs.cb.media@nhs.net) or call 07768 901293

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