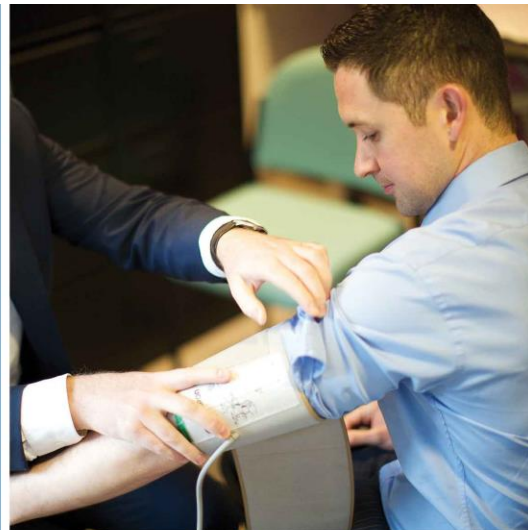


FRIENDS AND FAMILY TEST IN GENERAL PRACTICE

Data submission guidance

November 2014

Gateway reference 02514



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Summary

This guidance sets out the arrangements for GP practice staff submitting monthly Friends and Family Test (FFT) data to NHS England.

The data will be submitted through the Calculating Quality Reporting System (CQRS).

Detailed technical guidance on how to enter and submit the data through the CQRS system can be found [here](#).

General guidance on how to implement FFT can be found [here](#).

The FFT question: “How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?” has six possible response categories:

- extremely likely
- likely
- neither likely nor unlikely
- unlikely
- extremely unlikely, and
- don't know.

Practices are allowed flexibility in how they make FFT available to their patients:

- handwritten
- telephone call
- tablet/kiosk
- sms/text message
- smartphone app or online, or
- other.

Data to submit

Each month, practices are required to submit:

- the total number of responses in each response category, added across each collection method, and
- the number of responses collected through each collection method.

See Example 1 in Annex 1.

In most cases, practices should use the standard wording for the question and the standard set of responses. However, as set out in the general guidance, in order to be inclusive, practices can use a simpler question and response scale for patients who have difficulty with the standard question. Where a simpler response scale has been used (e.g. good/bad, or smiley faces etc), the numbers should be simply split accordingly (e.g. the

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number of 'positive responses' should be split evenly between extremely likely and likely etc) and added to the total number of responses.

NHS England has published advice to support making FFT inclusive [here](#).

See Example 2 in Annex 1.

Free text comments are not submitted to NHS England.

Timeline

GP practices are required to implement FFT from 1 December 2014. However, December will be a bedding-in period, and practices are not required to submit the data relating to feedback received in December 2014 to NHS England.

The first submission of data will, therefore, take place in February 2015 relating to FFT feedback received in the month of January.

Organisations can submit data as soon as they are ready after the month end and will have until the **twelfth working day** (inclusive) to make their submission. Dates for the first three months are shown in the table below. Further dates are provided in Annex 2.

FFT feedback month	Submission closure (twelfth working day of the month)
January 2015	17 February 2015
February 2015	17 March 2015
March 2015	20 April 2015

Submission route

Practices are required to submit data through the CQRS. CQRS is an existing Health and Social Care Information Centre (HSCIC) system that is used to log data concerning GP services, eg Quality and Outcomes Framework (QOF). Users login to the system using their unique username and password. If you do not already use CQRS, and need help, please see the Q&A below.

Publication of the data

The monthly data will be published on NHS England's website and on NHS Choices. In common with the introduction of FFT in other service areas, this is currently expected to start after the first three month's data has been submitted, to give the process time to bed in before monthly publication starts.

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The NHS England web pages will include, for each GP practice:

- the number of responses in each response category (eg “extremely likely”, “likely”, “neither likely nor unlikely” etc);
- the number of responses collected through each collection mode (eg handwritten, telephone call etc);
- the total percentage of *extremely likely* plus *likely* responses; and
- the practice list size, to set the number of responses in context.

NHS Choices will publish the total percentage of *extremely likely* plus *likely* responses and the practice list size. This may change in future as we test alternative options for presentation, to make the data more useful for patients and providers.

Validation

NHS England will publish the data that is submitted by the practice, except where publication of low numbers would risk individual patients being identified (ie when there are fewer than five responses).

Due to resource and capacity constraints, it will not be possible to resubmit or amend data once it has been submitted.

Area teams will not have access to the data to check it or sign it off prior to submission, and will not be required to validate the data or amend it once it has been entered onto the system.

Where we do not receive a data submission from a practice, we will publish the words: “no data”. This will be clearly distinct from a practice that submits fewer than five responses.

Where data appears to be unfeasible (ie significantly higher than is plausible - see below), our intention is to publish the data but highlight it in italics.

Q&A

Will any validation of the data be undertaken?

Missing submissions and abnormalities will be flagged in the data when it is published. Area teams will contact practices where there are issues with the data submitted to enquire if any assistance is required. Monthly data will not be changed once it is published. The focus will be on providing better data in future.

How will data with issues be handled when the data is published?

If we do not receive data from a practice, we will enter the words “no data” in the publication. Data that is deemed to be unfeasible will be highlighted in italics.

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What is an unfeasible value?

An unfeasible value is where the monthly number of responses is greater than the practice's list size.

Do I need to make a submission every month even if I have got a low number of responses?

Yes, practices are mandated to submit monthly data even if the number of responses is low.

How will low response numbers be handled in the national publication?

Where a practice submits fewer than five responses we will not publish the numbers, in order to avoid the risk of publication of patient identifiable data. It is still important to submit the data, as this will demonstrate that the contractual requirement to implement FFT is being met.

Will NHS England correct data if it publishes it incorrectly?

If NHS England inadvertently publishes data that does not reflect the data that has been submitted through the CQRS, we will correct it as quickly as possible. NHS England uses lists of practices from the CQRS. Due to timing issues there may be a small number of cases where practices at a local level have closed but still show as active on central lists, if the practice had been listed as 'no data' but was subsequently found to have closed this would not be deleted from data that has already been published, simply removed from future publications.

Who do I contact if I have any additional questions?

Queries should be sent to: england.friendsandfamilytest@nhs.net

If you do not currently use CQRS in your practice:

How do I access CQRS?

Existing users should be able to use their current username and password to access CQRS [here](#) (you will need to use an N3 connection).

Anyone new to using the system will need to apply for a username and password from their area team.

Organisations need an N3 connection to be able to access CQRS, those without an N3 connection can apply for one through the route [here](#).

What if I need further information on using CQRS?

HSCIC have a number of training materials available for users. These can be accessed by registering [here](#) (you will need to use an N3 connection).

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Annex 1: Example data submission

Example 1: For a practice that received the following numbers of responses

	Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know	Total
Handwritten	50	35	10	5	5	10	115
Telephone call	5	10	3	2	1	0	21
Tablet/kiosk	0	0	0	0	0	0	0
SMS/text message	25	50	20	5	4	5	109
Smartphone app or online	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0
Total	80	95	33	12	10	15	245

The data to submit would be:

Response category

Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
80	95	33	12	10	15

Collection method

Handwritten	Telephone call	Tablet/kiosk	SMS/ text message	Smartphone app or online	Other
115	21	0	109	0	0

The percentage of *extremely likely* plus *likely* that NHS England would publish would be:
 $(80+95)*100/245 = 71\%$

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Example 2: For a practice using a simplified scale that got the following responses

Good	Bad	Don't know
70	10	10

The data to submit would be:

Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
35	35	0	5	5	10

The percentage of *extremely likely* plus *likely* that NHS England would publish would be:
 $(35+35)*100/90 = 78\%$

In practice, these would be added to the numbers of responses collected using the full scale.

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Annex 2: Future submission dates

FFT feedback month	Submission closure (twelfth working day of the month)
January 2015	17 February 2015
February 2015	17 March 2015
March 2015	20 April 2015
April 2015	19 May 2015
May 2015	16 June 2015
June 2015	16 July 2015
July 2015	18 August 2015
August 2015	16 September 2015
September 2015	16 October 2015
October 2015	17 November 2015
November 2015	16 December 2015
December 2015	19 January 2016

**General Practitioners
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NHS Confederation
Charity number 1090329
Company number 04358614