

*To: Chief Executives of all trusts in England
Accountable Officers of all CCGs in England
GP professional bodies*

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Dear colleague,

Publication of revised guidance for implementing the Friends and Family Test

I wrote to you recently to announce changes to the way providers are required to carry out the Friends and Family Test, following an extensive review, and that we would publish revised guidance to help you to implement this.

I wanted to let you know that the guidance is published on our website today. You can find it signposted from this page: <https://www.england.nhs.uk/fft/fft-guidance/>

Our supporting FFT web pages - <https://www.england.nhs.uk/fft/> - provide additional information such as FAQs, case studies and details of our plans for revising and rebranding communications resources to support implementation of the revised guidance.

The revisions aim to make the FFT a more effective tool for supporting service improvements and to ensure it is more accessible to a broader range of people, including children and those with a learning disability.

As I outlined in my letter of 10 July, the key changes are:

- a revised FFT question;
- a requirement for all services to make the FFT available to patients and service users at any time;
- revisions to the requirements for see-and-treat ambulance services.

The new guidance is effective from **1 April 2020**. Today's publication of the guidance will help services to prepare, taking account of the need for any local changes to be put in place for FFT commercial supplier contracts, materials and ways of working.



The current FFT requirements and guidance will remain in place in the meantime and providers should continue to collect data under these processes up to the end of **March 2020**. April's data, gathered under new processes, should be submitted in May for publication nationally in June. Current guidance on data submission processes will be reviewed and revised as necessary prior to implementation.

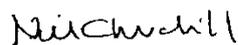
We will provide information and ongoing support to enable preparations and answer any questions throughout the lead-in period to implementation of the new-look FFT. Please direct any enquiries or requests to our FFT helpdesk at england.friendsandfamilytest@nhs.net.

We ask you to share this correspondence with any colleagues and partners who are involved in implementing the FFT and might be affected by these requirements.

During the preparation phase, from now until the end of March, updates about the FFT Development Project will continue to be published online: <https://www.england.nhs.uk/fft/friends-and-family-test-development-project-2018-19/>

I would like to thank everyone who took part in this review in any way – through working groups, surveys, on-site testing and research, events and so on – to ensure that the revisions we are putting in place will enhance the effective use of this feedback tool. We are grateful for everyone's ongoing commitment to ensure that patient experience is an equal part of our commitment to delivering high quality care.

Yours faithfully,



Dr Neil Churchill

Director of Experience, Participation and Equalities

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