Guidance on the submission of community and mental health Friends and Family Test data

NHS England and NHS Improvement

Contents

Summary

1. This guidance sets out the arrangements for the submission of monthly NHS Friends and Family Test (FFT) data to NHS England.

2. The data is submitted through the SDCS system.

3. It includes the process of submitting FFT data for:

   - Community
   - Mental health

4. Community and mental health providers are required to make two separate submissions.

5. General guidance on how to implement FFT can be found here: www.england.nhs.uk/wp-content/uploads/2019/09/using-the-fft-to-improve-patient-experience-guidance-v2.pdf

6. From April 2020, the new FFT question: "Overall, how was your experience of our service?" has six possible response categories:

   - *Very good,*
   - *good,*
   - *neither good nor poor,*
   - *poor,*
   - *very poor, and*
   - *don't know.*

7. Providers are allowed flexibility in how they make FFT available to their patients, which can be categorised as:

Community settings

   - SMS/text;
   - Smartphone app/tablet/kiosk;
   - Paper/postcard;
   - telephone survey;
   - online survey;
   - other.

Mental health settings

   - SMS/text
   - smartphone app/tablet/kiosk before or at point of discharge
   - smartphone app/tablet after discharge;
   - paper/postcard before or at point of discharge;
   - paper/postcard after discharge;
   - telephone survey after discharge;
   - online survey after discharge;
   - other

Data to submit

8. For each month, for each area of service, organisations are required to submit:

- the total number of responses in each response category (*very good*, *good* and so on);
- the number of responses collected through each collection method; and
- the total number of unique patients' accessing services in the last month.

9. Free text comments are not submitted to NHS England.

Timeline

10. Organisations can submit their data from the first working day of the month following the data collection. The deadline for submissions is the **thirteenth working day** (inclusive) of the month, following the data collection period.

11. Dates for the whole of 2020/21 are shown in Annex 1

Submission route

12. Organisations are required to submit data through the SDCS system. SDCS is an NHS Digital managed data collection system that flows aggregated data from the health service. SDCS is used to submit the existing FFT data[1].

Data submission process Q&A

How do I submit FFT data?

13. FFT data must be uploaded to NHS England via SDCS using the Excel spreadsheets (templates) provided.

14. Organisations are required to make separate submissions for each of the services they provide, using the appropriate SDCS template.

15. All templates will be available on SDCS in April 2020.

What will happen after I submit the data?

16. NHS England will undertake basic validation of the data to highlight any anomalies, which will be followed up with respective organisations. This may result in an organisation being required to resubmit the data.

17. NHS England will publish the data on the NHS England statistical pages, the month following the data submission: www.england.nhs.uk/statistics/statistical-work-areas/friends-and-family-test/friends-and-family-test-data/.

18. Once the data is published by NHS England there will be no facility available to revise the data. Organisations are therefore advised to take extreme care when submitting their data. If there are data issues, the focus is on providers improving the quality of future submissions.

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[1] SDCS can only be accessed by providers and is not available to commercial suppliers of FFT services.

Category splits for community and mental health data

19. Data submissions should follow these groupings as closely as possible. However, local discretion may be applied where services are not provided in line with the groupings to ensure that scores received are representative of your organisation. If you do not provide services within one or more of the categories, please leave it blank.

Mental Health

Primary care	IAPT
Secondary care community services	community mental health teams, memory services, crisis and home treatment teams, assessment and treatment services, recovery services, respite care, assertive outreach services, substance misuse community services, general outpatient clinics run by psychiatrists, early intervention services, liaison psychiatry and mental health and homelessness services
Acute services	inpatient services including low security, rehabilitation, eating disorders and rapid assessment interface and discharge services, inpatient services for substance misuse, older adult services 65+ (including assessment, dementia care, continuing care, intermediate care) and psychiatric intensive care units
Specialist services	personality disorders, affective disorders, eating disorders, neurocognitive services, specialist dementia services, specialist psychotherapy/psychology (where not integrated into CMHTs), employment services, addiction services, mother & baby/perinatal and low security services
Secure & forensic services	secure forensic mental health community
Child and adolescent mental health services	
Mental health other	mental health services which providers cannot fit into the more specific categories

Community Healthcare

Community inpatient services	inpatient
Community nursing services	district nursing, community matrons, case management, long-term conditions
Rehabilitation and therapy services	physiotherapy, occupational therapy, podiatry, adult speech and language therapy, osteopathy, rehabilitation
Specialist services	dietetics and nutrition, phlebotomy (blood), diabetic retinal screening, sexual health and contraceptive services, amputee and prosthetic, pain management, smoking cessation services, community dental services, falls prevention
Children and family services	children's community nursing, children's physiotherapy, children's speech and

	language therapy, children's occupational therapy, paediatric medical services
Community healthcare other	walk-in centres, minor injury units, public health services, GP out-of-hours

20. Organisations providing specialist learning disability services should submit data for those services under the most appropriate category for their organisation. This could be within mental health or community healthcare.

21. The mode of response data is not required to be split by the sub-categories.

22. Organisations must submit the number of unique patients' accessing services in the last month. Providers of both community and mental health services should submit two separate figures. Figures do not need to be submitted for the separate sub-categories just an overall figure.

23. The live template will be available on SDCS in April 2020.

Annex 1:   Submission deadlines for 2020/21

24.   Organisations will be able to submit their data from the first working day of the month following the month of the data collection. The deadline for submissions is the thirteenth working day (inclusive) of the month, following the data collection period.

25.   Dates for the first year are shown in the table below.

FFT feedback month	Submission closure (thirteenth working day of the month)
April 2020	20 May 2020
May 2020	17 June 2020
June 2020	17 July 2020
July 2020	19 August 2020
August 2020	17 September 2020
September 2020	19 October 2020
October 2020	18 November 2020
November 2020	17 December 2020
December 2020	20 January 2021
January 2021	17 February 2021
February 2021	17 March 2021
March 2021	21 April 2021

Annex 2: Submission Tips

Always download and use the latest submission proforma from SDCS for submitting the current month.

Ensure where applicable:

- Correct Organisation code/name is selected

- Submitter is only submitting for related trusts/sites

- All values are populated for all rows of data as necessary (include zeros for response values rather than leaving blank). DO NOT use dashes or letters

- Only numeric values are used for response breakdown and mode of collection

- Values for mode of collection and total number of responses match, and are not null

- Eligible population or alternative are submitted where required

- Sheet totals match row totals

Always 'Sense check' the figures entered. You know what your data should look like, so any unusually large or small values should be checked before submission.

Always check the Control Panel tab of the submission proforma before submitting. Make sure there are no validation issues flagged.

Check and correct all issues to ensure validation flags are removed before submitting.