# Guidance on the submission of patient transport services Friends and Family Test data

**NHS England and NHS Improvement**

# Contents

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## Summary

1.  This guidance sets out the arrangements for NHS patient transport services staff submitting monthly NHS Friends and Family Test (FFT) data to NHS England.

2.  The data is submitted through the SDCS system.

3.  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

4.  The 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.*

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

    - *SMS/text/smartphone app;*
    - *Electronic tablet;*
    - *paper/postcard in care/at discharge;*
    - *paper survey sent to the patient's home;*
    - *telephone survey;*
    - *online survey;*
    - *other*

## Data to submit

6.  Each month, practices are required to submit:

    - the total number of responses in each response category;
    - the number of responses collected through each collection method; and
    - the number of patient transport journeys in the month.

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

## Timeline

8.  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.

9.  Future submission dates are provided in Annex 1.

## Submission route

10. Organisations are required to submit data through the SDCS system. SDCS is an NHS England managed data collection system that flows aggregated data from the health service, e.g. Referral-to-Treatment Times (RRT) data. Users log in to the system using their unique username and password.

## Data submission process Q&A

### How do I submit data?

11. Organisations enter their data into the SDCS templates provided. The number of responses in each category (for example: very good) and number responses for each collection mode should be entered.

### Do I need to submit an indicative population?

12. Organisations must submit the number of patient transport journeys in the month

### Why are we submitting an indicative population?

13. The figure is required to put the number of responses into context for those using the data. The figure has been chosen following discussions with the Ambulance Workstream Group, with the aim of providing an informative measure whilst trying to minimise the burden of providing data.

### When will the live template be available?

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

### What exactly will the template look like and how exactly do I submit the data?

15. Each return is a completed Excel spreadsheet (template) which is uploaded to SDCS in the Non-DCT (Data Collection Tool) part of SDCS.

### 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.

### Who do I contact if I have any additional questions?

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

# Annex 1: Future submission dates

20. 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.

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

| FFT feedback month | Submission closure (twelfth 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.