# Friends and

# **Family Test**

This month there were 662,7585 responses to the Friends and Family Test. The following numbers show the proportion of responses that reflect a positive or negative experience from feedback provided by patients.\*

## **March 2021**

Positive Negative Neither/ Don't know

### Н 2% 95% **Inpatient and Daycases** A&E Outpatients A&E, walk-in centres 8%-87% and minor injury units 93% 3% Outpatients Ambulance 4%-91% (including patient transport) 95% 2% Maternity Mental Health Services 2% 95% **Community Health** 6%-88% **Mental Health** DENTIST Dental **General Practice**

\*Please note that some of these people may have responded to adapted versions of the Friends and Family Test recommend question to support an inclusive approach.

## www.england.nhs.uk/FFTdata