This month there were 685,521 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.*

Inpatient and Daycases

Friends and **Family Test**

Η

Neither/ Don't know

94%

3%

September 2021 Positive Negative

A&E

Outpatients A&E, walk-in centres 75% 17%and minor injury units 4% 92% Outpatients Ambulance 7%-89% (including patient transport) 92% 5% Maternity Mental Health Services 94% 3% **Community Health** 7% 85% **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

