Friends and **Family Test**

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Outpatients

This month there were 778,248 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

A&E, walk-in centres

(including patient transport)

Outpatients

Ambulance

Maternity

and minor injury units

Positive Negative

3%

3%

3%

7%-

94%

93%

80%

94%

75% 17%-

Mental Health Services 94% 3% **Community Health** 7%-86% **Mental Health** 97% 1%-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



May 2022



A&E