This month there were 1,941,999 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.*

Friends and **Family Test**

Н 3% 94% **Inpatient and Daycases** Outpatients

A&E, walk-in centres

and minor injury units

3% 94% Outpatients Ambulance 83% 8%-(including patient transport) 94% 4%-Maternity

77%

15%-

Mental Health Services	Community Health	94%	3%-	
	Mental Health	87%	6%-	
	Dental	96%	1%-	
	General Practice	91%	5%-	

*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



February 2024

Positive Negative Neither/ Don't know

A&E