This month there were 1,881,158 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 79% 13%and minor injury units 3%-93% Outpatients

> Ambulance 8%-83% (including patient transport) 5%-92% Maternity

Mental Health				
Services	Community Health	95%	2%-	
	Mental Health	88%	6%-	
				· · · · · · · · · · · · · · · · · · ·
DENTIST ()	Dental	96%	1%-	GP H
	General Practice	92%	4%-	

*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



September 2024

Positive Negative Neither/ Don't know

A&E