



## Friends and Family Policy

Document Details		
Title	Friends and Family Policy	
Main points	The use of the Friends and Family Test	
Who is the document aimed at?	All staff	
Author		
Approval process		
Approved by (Clinician/Manager)	EMT	
Most recent approval date	December 2021	
Category	Patient related administration	
Sub Category	Feedback	
Next review date	January 2025	
Distribution		
Who the policy will be distributed to	All staff	
Document Links		
Required by CQC		
Other		
Amendments History		
No	Date	Amendment
1		
2		
3		
4		
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## Introduction

From 1<sup>st</sup> December 2014 GP Practices will be contractually required to undertake the Friends and Family Test (FFT). Practices should use this patient feedback to recognise successes and to identify areas of improvement – the results from the FFT are a source of information for patients and the public to inform choice, and will therefore be an important factor in patient access and use.

NB: The Friends & Family Test does not replace the current NHS complaints procedure, or any other form of feedback regarding healthcare services.

## Aims

The main aims of FFT are;

- Get feedback from patients & service users in a simple & straightforward format than can be used to analyse the level of care and service provided by the Practice
- Identify areas of success and where improvements can be made
- To inform and publicise the results of FFT about the experience of those using practice services in a transparent process

Any results from your Friends & Family Test should be made available to the public and patients, and it should be made possible for all patients to give feedback after each experience.

## Feedback from patients with disabilities

If people are not able to complete it themselves, a relative/carer, volunteers or staff can assist where requested.

## Carers Providing Feedback

In cases where patients or service users cannot provide feedback personally, or need help to do so because of impairments due to age, disability or a health condition, help from a carer, volunteer or a member of staff should be considered. Any help provided to them must comply with the five key principles of the Mental Capacity Act 2005;

- A person must be assumed to have capacity unless it is established that he lacks capacity.
- A person is not to be treated as unable to make a decision unless all practicable steps to help him to do so have been taken without success.
- A person is not to be treated as unable to make a decision merely because he makes an unwise decision.
- An act done or decision made, under this Act for or on behalf of a person who lacks capacity must be done, or made, in his best interests.
- Before the act is done, or the decision is made, regard must be had to whether the purpose for which it is needed can be as effectively achieved in a way that is less restrictive of the person's rights and freedom of action.

## Methods

Hope Citadel Practices will collect data primary through the use of text messages following an appointment but also through using flyers available in the waiting room, on the Practice website in some instances. This data will all be collected monthly.

## General advice for practices providing FFT

There are mandatory requirements for GP Practices carrying out a Friends & Family Test processes;

- Patients using your service must have the opportunity to provide anonymous feedback on the FFT.
- You must use the standard wording of the FFT question without any changes.
- At least one follow-up question must be included (in a free-text format) to enable people to give more detailed information about their experience if they wish. There should also be an 'opt-out' checkbox if they do not wish their comments to be published.
- Resulting data must be submitted to NHS England in the format specified on a monthly basis.
- Patients need to be made aware that the opportunity for FFT is available should they wish to provide feedback. This can be done at the time of the appointment, during a home visit, a leaflet given to them, or a visible section on the Practice website
- Practices must publish results locally\*\*.

*\*\*Practices can decide how to publish their FFT results, but if you want to publish any of the free-text additional comments, make sure that the patient has not checked the 'opt-out' box on the form.*

Practices are responsible for collecting the information in a safe and accurate process, and according to their methods of providing the FFT (e.g. if a paper form, then they should be stored in a central point and responses collated; if carried out on a website, the resulting data should be recorded accurately).

The Practice is not responsible for collecting data about services delivered by other providers on the premises –it is the responsibility of the provider of those services to collect their data.

### Who can Provide Feedback

- Patients who have a consultation with a GP or another member of staff employed by the Practice. This includes Home Visits, telephone triage or appointments, any web/internet-based consultations.
- Any Patients using any additional services provided by the Practice under contract with the NHS. This is interpreted as including Walk in patients.
- Registered patients contacting the Practice without appointment or consultations (e.g. to order/collect prescriptions, requests for information)
- Patients who attend without an appointment but do not wait to be seen.

### Data Submission to NHS England

Practices must submit their reports on a monthly basis to NHS England. The data should include (as a minimum);

- Number of Responses in each category
- Responses by each method provided by the Practice.

(NB: The free-text responses and any additional information provided by patients should not be submitted to NHS England).

This data is to be submitted by CQRS.

### Collecting FFT Data

Practice can choose their preferred method(s) of collecting the 'Friends & Family Test' data, as long as it meets all the above criteria, and they should decide which method best suits the needs and preferences of their patients across the range of the services they provide.