



Data Provision Notice

Friends and Family Test Combined

Information Asset Owners

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Background

The Health and Social Care Act 2012 (the Act) gives NHS England statutory powers, under section 259(1)(a), to require data from health or social care bodies, or organisations that provide publicly funded health or adult social care in England, where it has been directed to establish an information system by the Secretary of State for Health and Social Care.

The data, as specified by NHS England in this published Data Provision Notice, is required to support a direction from the Secretary of State for Health and Social Care to NHS England. Therefore, organisations that are in scope of the notice are legally required, under section 259(5) of the Act, to provide the data in the form and manner specified below.

Purpose

The Family and Friends Test (FFT) aims to help improve patient experience in line with the Government's vision set out in the White Paper 'Equity and Excellence'. "FFT provides a simple, headline metric which, when combined with follow-up questions, can be used to drive cultural change and continuous improvement. It could also have an impact on improving business and financial performance."

The FFT is an important feedback tool across all patient groups and NHS funded services (Including Acute Non-Foundation Trusts, Acute Foundation Trusts, Care Non-Foundation Trusts, Care Foundation Trusts, Ambulance Non-Foundation Trusts, Ambulance Foundation Trusts, Mental Health Non-Foundation Trusts, Mental Health Foundation Trusts, Independent and Voluntary Sector) and supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience.

It asks people if they would recommend the services they have used and offers a range of responses between "extremely likely" and "extremely unlikely". When combined with supplementary follow-up questions, the FFT provides a mechanism to highlight both good and poor patient experience. This kind of feedback is vital in transforming NHS services and supporting patient choice.

Good patient experience is associated with improved patient outcomes and the FFT allows NHS services to collect regular feedback from patients and take action to address any areas of poor patient experience. The NHS Outcomes Framework Domain 4 clearly emphasises a focus on 'ensuring that people have a positive experience of care'. The NHS Constitution clearly sets out the rights of NHS patients to expect high-quality care that is safe, effective and focused on patient experience, and the NHS Mandate outlines FFT required deliverables regarding patient experience.

Providers have been required to make the opportunity to provide feedback through the FFT available to their patients since 1 January 2015 and submit data to NHS England each month. NHS England commissioned NHS England to transition the Unify2 based FFT collections to NHS England's Strategic Data Collections Service (SDCS) as part of a wider piece of work prior to the decommissioning of Unify2. Data collected from FFT will continue to be published nationally on the NHS England website at <https://www.england.nhs.uk/fft/friends-and-family-test-data/>

Benefits

The FFT works best when used alongside other information that provides insight into local issues. It acts as a catalyst to highlight areas of good practice, opportunities for service improvement and immediate issues to which staff should be alerted. The two biggest strengths identified of FFT are the real-time nature of the data and the qualitative data obtained from free text follow up questions that enable staff to understand both what they are doing well and what they can do to improve the service.

Legal basis for collection, analysis, publication and dissemination

NHS England has been directed by the Secretary of State for Health and Social Care under section 254 of the Health and Social Care Act 2012; to establish and operate a system for the migration and continued operation for the collection and analysis of the information specified for this service.

A copy of the Direction is published here: <https://digital.nhs.uk/about-nhs-digital/corporate-information-and-documents/directions-and-data-provision-notice/secretary-of-state-directions/the-migration-and-continued-operation-of-the-unify2-collections-through-the-strategic-data-collections-service-direction-2017>

NHS funded providers

This information is required by NHS England under section 259(1)(a) of the Health and Social Care Act 2012 from the following organisations:

- Acute Non-Foundation Trusts,
- Acute Foundation Trusts,
- Care Non-Foundation Trusts,
- Care Foundation Trusts,
- Independent and Voluntary Sector (NHS funded services).

In line with section 259(5) of the Act, all NHS providers in scope of the collection, in England, must comply with the requirement and provide information to NHS England in the form, manner and period specified in this Data Provision Notice.

Independent and Voluntary Sector (non-NHS funded services)

This information is requested by NHS England under section 259(1)(b) of the Health and Social Care Act 2012. In line with section 259(5) of the Act, the above organisations, in England, are requested to comply and provide information to NHS England in the form, manner and period specified in this Data Provision Notice.

Persons consulted

Following receipt of a direction to establish a system to collect Friends and Family Test Data, NHS England has, as required under section 258 of the Health and Social Care Act 2012, consulted with the following persons:

In the development of this collection, consultation has been carried out with:

- NHS England - the directing organisation
- NHS England - policy leads and analysts
- NHS 111 providers – data suppliers, analysts and service providers
- NHS Commissioners and service representatives.
- The Data Alliance Board (DAB). The DAB acts with delegated authority from the Secretary of State as the main governance route through which all data collections and standards requirements are agreed, and priorities assigned.

Scope of the collection

Under section 259(1)(a) of the Health and Social Care Act 2012, this Notice is served in accordance with the procedure published as part of the NHS England duty under section 259(8) on the following persons:

- Acute Non-Foundation Trusts
- Acute Foundation Trusts
- Care Non-Foundation Trusts
- Care Foundation Trusts
- Independent and Voluntary Sector.

Under section 259(5) of the Health and Social Care Act 2012 the organisation types specified above must comply with the Form, Manner and Period requirements below.

This information is requested by NHS England under section 259(4) of the Health and Social Care Act 2012 from:

- Independent and Voluntary Sector (non-NHS funded services)

Under section 259(5) of the Health and Social Care Act 2012 the organisation types specified in the above Scope may comply with the Form, Manner and Period requirements below.

Form & Manner

This data is collected via the NHS England web-based system, Strategic Data Collection Service (SDCS). Purpose built Excel templates containing data quality validations are completed by the submitting organisations and uploaded to NHS England via the SDCS online data collection platform.

Period of the collection

Aggregate counts will be collected on a monthly basis for:

- FFT_AE - FFT Accident & Emergency
- FFT_AMB – FFT Ambulance
- FFT_CH – FFT Community Health
- FT_IP – FFT In-patients

- FFT_MH – FFT Mental Health
- FFT_OP – FFT Outpatients

Aggregate counts will be collected on a quarterly basis for National Quarterly Pulse Survey

Burden of the collection

Steps taken by NHS England to minimise the burden of collection

NHS England has a statutory duty under section 253(2)(a) of the Act to seek to minimise the burden it imposes on others.

In support of its obligation under 265(3) of the Act, NHS England has an assessment process to validate and challenge the level of burden incurred through introducing new information standards, collections and extractions.

This process is carried out by the Data Standards Assurance Service (DSAS) which assures burden assessment evidence as part of the overarching Data Alliance Partnership Board (DAPB) approval process. The DAPB, acting under authority of the Secretary of State, oversees the assurance, approval and publication of information standards and data collections for the health and social care system in England.