



Londonwide LMCs

The professional voice of London general practice

Friends and Family Test: A Disappointing news for London practices

Although it is a contractual requirement for practices to carry out the Friends and Family Test (F&FT) and submit data each month, the May return for London was a disappointing 57% (a drop of 13% on April). This is a significant and worrying drop on the figures for February when the F&FT was launched in London. In comparison percentages for the other regions were:

North: 72% Midland and East: 70% South: 68%

We must remind practices that if you do not submit F&FT data monthly for 3 consecutive months you will be in breach of your contracts and risk having a breach notice issued to you.

We are aware that there must be confusion for practices about the data required for F&FT because NHS E has the monthly returns that show that many practices have not submitted regularly and some, not since it was introduced.

Please note the F&FT is not a one-off exercise but is an ongoing commitment that is written into your practice contract. Monthly submissions of the data you collect from F&FT must be submitted on the 12th working day in the month after the data is collected. July's data is due on the 18th August.

There are a variety of reasons you may not have submitted the required data:

Practices only have one person entering data into CQRS (and no one has been doing it while this person is on holiday or off sick);

Practices thought this was only a short term exercise, so entered for a period then stopped;

CQRS (GP data submission system) did not work as intended, i.e. instead of showing January 2015 first it brought up January 2016;

Some practices are part of community services and should not have been on the submitters list (NHS E are now identifying them and removing them);

Some practices have a restricted patient list thus feel F&FT is not relevant to them;

Data has been submitted after the submission date and therefore does not count;

Data was collected over several months and submitted all at once;

No data was collected so a submission was not felt necessary;

There may also be practices deliberately not submitting.

Londonwide advice:

Have a reliable, fool proof process in place that ensures the data for F&FT is uploaded monthly and most critically does not rely on one person.

Educate the members of staff responsible for the monthly upload on how to do this via CQRS (see attached guidance).

Be aware the data needs to be submitted monthly on the 12th working day after the month in question.

Even if you have no responses a submission still needs to be uploaded monthly.

Do not collect F&FT returns for months and submit all at once. The data needs to be spread out and submitted month by month.

Be aware of the deadlines for data submission- if you miss the deadline, your data will not count and you will be classed as non-submitter.

All practices, whatever their patient list must submit collect and F&FT data.

If you do not submit data for 3 months NHS E can issue you with a breach notice.

Aim to submit at least 10 responses a month.

LLMC issued guidance on the F&FT test in November 2014.