



Londonwide LMCs
The professional voice of London general practice

Family and Friends Test data submission dates and guidance

Future submission dates

FFT feedback month

Submission closure (twelfth working day of the month)

January 2016

16 February 2016

February 2016

16 March 2016

March 2016

18 April 2016

April 2016

18 May 2016

The NHS England London (NHSEL) resource for one-on-one support for assisting practices with Friends and Family Test (FFT) submissions ceases at the end of March. We advise practices to take up this assistance ASAP if they are still struggling to submit every month. Practices can also get free FFT slips for their waiting rooms from the NHSEL FFT team.

After March, responsibility for FFT at NHSEL will be more aligned to contractual teams. Support for FFT is due to be passed to CCGs, depending on their level of delegation. We will provide updates when we have more details.

FFT support events

During March there are a number of FFT events, run by NHSEL and NHSE, again if you are struggling with FFT collection and submission we suggest you attend one of the half-day workshops in your sector, being held on 15 (South), 16 (NWL) and 18 (NCEL) March.

Full list of FFT events is as follows, sector specific events are in bold:

14 March - FFT users event for anyone across primary and secondary care at Guy's and St Thomas's Hospital.

15 March - NHSEL FFT team workshop for South London practice staff

Two sessions AM and PM, practice staff only need attend one

St George's University Hospitals NHS Foundation Trust Hyde Park Room, 1st Floor Blackshaw Road Tooting
London SW17 0QT

16 March - NHSEL FFT team workshop for North West London practice staff

Two sessions AM and PM, practice staff only need attend one

Ramada London South Ruislip Long Drive Station Approach London HA4 0HG

17 March - NHS England national Patient Insight and Feedback conference in Leeds.

18 March - NHSEL FFT team workshop for North East and Central London practice staff

Two sessions AM and PM, practice staff only need attend one Resource for London 356 Holloway Road London N7

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If you are interested in an event or receiving support, the NHS England London FFT team can be contacted by emailing: londonfft.england@nhs.net.