

APPENDIX 1: Friends and Family Log

Area for Improvement
Friends and Family Test Data

Proposed Actions to be taken	Resources required	Target Date	Desired Outcomes	Update	Completed
Phone conversation with all practices to discuss causes of non-submission	Phone, practice manager details	Jul-17	For practices to begin to report all FFT data	practices are aware that they need to complete and return the data on CQRS	
Letters sent to all the practices as per NHSE recommendations if they have not submitted data	Paper, NHSE guidance,	Jul-17	For practices to begin to report all FFT data	Practices are informed that they need to complete FFT data	
Quality visit discussions, highlighting the process and importance of the Friends and Family Test	staff both from the CCG and practice	Ongoing	For practices to begin to report all FFT data	This is an ongoing part of the quality visit schedule. Practices are informed of their scoring and asked to clarify why they have not been reporting	ONGOING
Letters sent to all the practices as per NHSE recommendations	Paper, NHSE guidance,	Jul-19	For practices to begin to report all FFT data	This was discussed in Primary Care Committee in July 2019 and all practices were sent letters	