

Friends and Family Test Survey- Guidance

Each month a friends and family message will be added to the Compass message board, at the start of each month. Example shown below.

Step 1:

Compass:

System Messages

01/02/2023 – The Friends and Family Test (FFT) is now available on our website. To comply with contractual requirements, submit February responses by 23:59 on 16 March 2023. Submit your responses by typing the URL into your browser
<https://online1.snapsurveys.com/fft-main>

The link <https://online1.snapsurveys.com/fft-main> will need to be entered into your web browser to submit your figures.

Please note:

- *The link will remain unchanged and the survey will open and close in line with the dates published in the [Guidance on the submissions of NHS dental services Friends and Family Test data](#)*

Alternatively you can find a button that will open the FFT link published on our website [Friends and family test | NHSBSA](#)

Friends and family test - England only

The friends and family test (FFT) is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience.

Primary dental service providers will need to complete and submit the form each month.

The form will only be available for the first 12 working days of each month to allow submissions of data you've collected within the previous month.

The form for July 2021 results is open until 11:59pm on 17/08/2021

FFT Online submission form
>

View the [friends and family test submission guidance \(PDF: 711KB\)](#).

NHS England FFT has published a set of [frequently asked questions and revised guidance on the NHS England and NHS Improvement website](#).

For help with FFT, contact the helpline by email: england.friendsandfamilytest@nhs.net

Step 2:

Below is the screen that you will see when you open the survey link

NHS
England

Friends and Family Test

Please use one of the following links to find your NHS Dental Contract details and submit your Friends and Family return:

[Search for NHS Dental Contract details by postcode](#)

[Search for NHS Dental Contract details by NHS Dental Location VCode](#)

To continue to the data collection screens you will need to select one of the above links to choose your practice location and contract number.

To search by postcode select the link

On the next page enter the practice postcode

NHS
Business Services Authority

NHS Dental Contract Postcode Search

Please type in your postcode below to select the NHS Dental contract you would like to submit the Friends and Family Test return for:

POSTCODE

Please use the following format when entering your postcode: AB12 3CD (all UPPERCASE)

Search

Then select search

You will then see a screen containing a list of contracts associated with this postcode



Business Services Authority

NHS Dental Contract Postcode Search

The following NHS Dental contracts were found at the postcode MK16 8SE:

Please select the NHS Dental contract you would like to submit the Friends and Family Test return for from the list below and click the submit button.

- 660035/0001 Newport Pagnell Dental Limited - 127A High Street, Newport Pagnell, Buckinghamshire, MK16 8SE
- 748897/0001 Newport Pagnell Dental Limited - 127A High Street, Newport Pagnell, Buckinghamshire, MK16 8SE

[Reset](#) [Submit ✓](#)

Please note:

If there is only one contract associated with the postcode you will only see one practice in the list. If there is more than one contract associated with the postcode all of these will all appear in the list.

Please select the correct contract number from the list and then select submit

OR



Friends and Family Test

Please use one of the following links to find your NHS Dental Contract details and submit your Friends and Family return:

[Search for NHS Dental Contract details by postcode](#)

[Search for NHS Dental Contract details by NHS Dental Location VCode](#) ←

To search by VCode select the link 

NHS Dental Contract Location VCode Search

Please type in your NHS Dental Location VCode below to select the NHS Dental contract you would like to submit the Friends and Family Test return for:

NHS Dental Location VCode

V001021

Please use the following format when entering your VCode: V123456 (UPPERCASE V and 6 digits)

Search

Enter your seven character location VCode which will start with a capital V followed by six numeric digits and select search.

You will then see a screen containing a list of contracts associated with this VCode

NHS Dental Contract Location VCode Search

The following NHS Dental contracts were found at the NHS Dental Location VCode V001021:

Please select the NHS Dental contract you would like to submit the Friends and Family Test return for from the list below and click the submit button.

- 660035/0001 Newport Pagnell Dental Limited - 127A High Street, Newport Pagnell, Buckinghamshire, MK16 8SE
- 748897/0001 Newport Pagnell Dental Limited - 127A High Street, Newport Pagnell, Buckinghamshire, MK16 8SE

Reset Submit

Please note:

If there is only one contract associated with the VCode you will only see one practice in the list. If there is more than one contract associated with the VCode all of these will all appear in the list.

Please select the correct contract number from the list and then select submit.

Step 3:

You will then see a verification screen confirming your practice details



Friends and Family Test - Dental Practice Response Form

Responses for data collected during -

NHS Dental Contract: 100367/0000

NHS Dental VCode: V012522

Practice address: Bromley Healthcare Interest Company - Beckenham Beacon, 379 Croydon Road, BECKENHAM, Kent, BR3 3QL

If these are not your NHS Dental Contract details, please [click here](#) to try again.

Reset

Next →

If you have selected the correct practice details in step 2 and the information is correct please select Next.

Alternatively to re-start the process at step 2 select the 'click here' link.

Step 4:

You will now able to enter your results in the survey entry screens

Responses for data collected during - mm/yyyy

NHS Dental Contract: 1000080000

NHS Dental VCode: V006244

Practice address: RABY ROAD DENTAL CENTRE 30 RABY ROAD NESTON MERSEYSIDE CH64 9UZ

If these are not your NHS Dental Contract details, please [click here](#) to try again.

If there are no responses for a category please enter '0'.

Overall, how was your experience of our service?

Very good

Good

Neither good nor poor

Poor

Very poor

Don't know

Total responses

Please note: This total is calculated automatically.

[← Back](#) [Reset](#) [Next →](#)

Please note:

- *All boxes must contain a value, if zero enter '0'*
- *The total responses will be calculated automatically*

Step 5:

Friends and Family Test - Dental Practice Response Form

Responses for data collected during - mm/yyyy

NHS Dental Contract: 100367/0000

NHS Dental VCode: V012522

Practice address: Bromley Healthcare Interest Company - Beckenham Beacon, 379 Croydon Road, BECKENHAM, Kent, BR3 3QL

If these are not your NHS Dental Contract details, please [click here](#) to try again.

If there are no responses for a category please enter '0'.

How many of the responses were captured via the following methods?

Handwritten	<input type="text"/>
Telephone call	<input type="text"/>
Tablet/kiosk	<input type="text"/>
SMS/text message	<input type="text"/>
Smartphone app or online	<input type="text"/>
Other	<input type="text"/>

Total responses

Please note: This total is calculated automatically. It must equal the total responses entered on the previous page.

[← Back](#) [Reset](#) [Next →](#)

Please note:

The total number of responses for this question must be equal to the total number of responses to the recommendation question

Step 6:



Friends and Family Test - Dental Practice Response Form

Responses for data collected during - mm/yyyy

Thank you for completing your Friends and Family Test responses.
Please press 'Submit' to send us your figures.

[← Back](#) [Reset](#) [Submit ✓](#)

Please ensure you press '**Submit**' to send your responses or they will not be submitted.