Friends and Family Test Survey- Guidance

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:

<table>
<thead>
<tr>
<th>System Messages</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Friends and Family Test (FFT)</strong> - To comply with contractual requirements please ensure you submit your NHS FFT responses for February 2016 by the submission deadline 17th March 2016. Submit your February 2016 FFT responses at <a href="http://tinyurl.com/fftfeb16">http://tinyurl.com/fftfeb16</a> You will need to type the address into your web browser. FFT completion guidance is available on the NHS Dental Services website at <a href="http://www.nhsbsa.nhs.uk/DentalServices/5068.aspx">http://www.nhsbsa.nhs.uk/DentalServices/5068.aspx</a></td>
</tr>
</tbody>
</table>

Type in the link address into your web browser Example: [http://tinyurl.com/fftfeb16](http://tinyurl.com/fftfeb16) to submit your figures.

**Please note:**
- The message link will be different from month to month.
- You may need to scroll down the page to view the FFT message.
Step 2:

This page explains what data you should enter and the month you are entering the data for.

Please note:
Check that you are completing the correct form i.e. From 1st December 2016 complete responses for November 2016.

Do you know your Dental Practice Location ID?

- Yes - Will take you to a page where you can enter your Location ID (Proceed to step 3)
- No - Will take you to a series of selection boxes to help you find your Location ID (Proceed to step 4.1)
Step 3:

Please note:

- Only numbers are to be entered within the location ID box.
- You are required to enter 5 digits

Proceed to step 5
Step 4.1:

To find your Location ID you must first select your Area Team from the drop-down list provided.
Step 4.2:

Once you have selected your Area Team, you will be able to select your Location ID from the drop-down list provided.
Step 5:

Is there more than one practice at this location?
- Yes - Will take you to a page where you can enter your Contract Number (Proceed to step 6)
- No - Will take you to a page where you can enter your FFT responses (Proceed to step 7)
If you have more than one practice at the chosen address you will need to provide your Contract number for your FFT responses.

Please note:
If you have more than one practice at the same Location ID, you will have to submit separate FFT responses for each one.
**Step 7:**

**Friends and Family Test - Dental Practice Response Form**

Responses for data collected during - **December 2016**

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

<table>
<thead>
<tr>
<th>How likely are you to recommend our dental practice to friends and family if they needed similar care or treatment?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely likely</td>
</tr>
<tr>
<td>Likely</td>
</tr>
<tr>
<td>Neither likely nor unlikely</td>
</tr>
<tr>
<td>Unlikely</td>
</tr>
<tr>
<td>Extremely unlikely</td>
</tr>
<tr>
<td>Don't know</td>
</tr>
<tr>
<td><strong>Total responses</strong></td>
</tr>
</tbody>
</table>

Please note: This total must equal the total of the categories above.

**Please note:**

- **All boxes must contain a value, if zero enter '0'**
- **The total responses will be calculated automatically**
**Step 8:**

Please note:

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

<table>
<thead>
<tr>
<th>Responses for data collected during: December 2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>If there are no responses for a category please enter ‘0’.</td>
</tr>
<tr>
<td>How many of the responses were captured via the following methods?</td>
</tr>
<tr>
<td>Handwritten</td>
</tr>
<tr>
<td>Telephone call</td>
</tr>
<tr>
<td>Tablet/kiosk</td>
</tr>
<tr>
<td>SMS/text message</td>
</tr>
<tr>
<td>Smartphone app or online</td>
</tr>
<tr>
<td>Other</td>
</tr>
<tr>
<td>Total responses</td>
</tr>
</tbody>
</table>
Step 9:

Friends and Family Test - Dental Practice Response Form

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.
Step 11:

You will be presented with this confirmation screen upon successful submission of your FFT responses.

Please note:
There is a known issue which may prevent you from seeing the confirmation screen. The issue is, the level of your anti-virus/phishing settings, which prevent the screen from being shown, as they believe it to be suspicious. Unfortunately we cannot specify how secure you make your systems, so if you don’t see this screen you can request a manual receipt of FFT responses.

- To request a manual receipt of FFT responses please telephone our helpdesk on 0300 3301348. Please only use this process, if you don’t see the screen above.
Error Messages:

All questions require an answer, you will see this message if you try to progress to the next question prior to providing a response to the question shown.
You will see this message if you have not entered a number in the format required. In the above example only 4 digits have been entered and the Location ID is 5 digits.

*Please note:*
Always follow the guidance next to all questions that require data to be entered in a specific format.
You will see this message if you have not entered a number in the format required.
In the above example only digits have been entered and the contract number requires a forward slash (/) as the 7th digit

*Please note:*
*Always follow the guidance next to all questions that require data to be entered in a specific format.*
Certain questions must be completed in a particular way, if you see this message please read the guidance shown next to the answer box, which has been highlighted.

This example is where the totals to both questions are not equal.

*Please note:*

*Always follow the guidance next to all questions.*