

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

01/06/2025 – The Friends and Family Test (FFT) is now available on our website. To comply with contractual requirements, submit May responses by 23:59 on 17 June 2025. 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 on the NHSBSA link below*

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 FFT survey form will open on the first day of each month to allow submissions of the data you've collected within the previous month.

If you have difficulty opening the form it may be due to your browser settings. Try using a different browser.

FFT Online submission form >

Step 2:

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

The screenshot shows the NHS Business Services Authority logo at the top right. Below it, the heading "Friends and Family Test" is displayed. The main text reads: "Use one of the links below to find your NHS Dental Contract details and submit your Friends and Family data for May 2025." There are two purple underlined links: "Search for contract details by postcode" and "Search for contract details by location VCode". At the bottom, there are two smaller blue underlined links: "Privacy statement" and "Accessibility statement".

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.

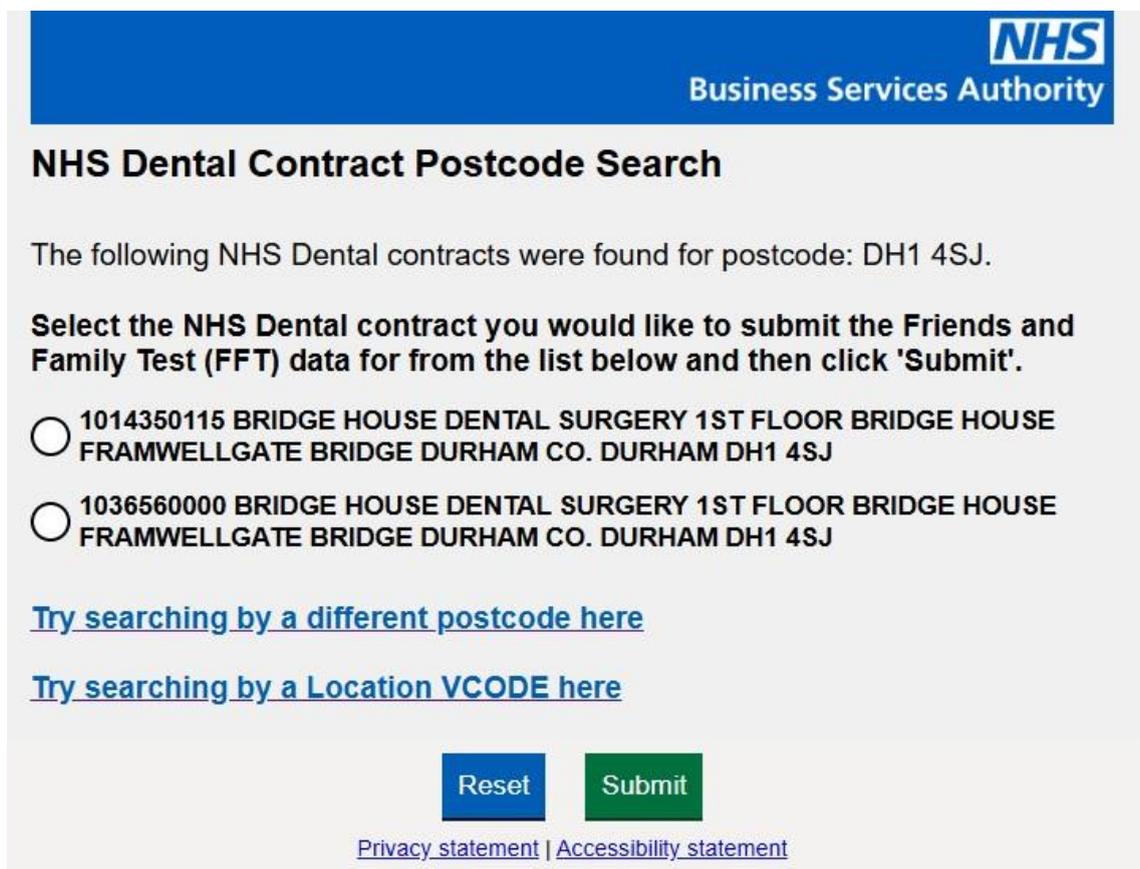
To search by postcode select the link “**Search for contract details by postcode**”

On the next page enter the practice postcode

The screenshot shows the NHS Business Services Authority logo at the top right. Below it, the heading "NHS Dental Contract Postcode Search" is displayed. The main text reads: "Enter your postcode below to find the NHS Dental contract you would like to submit the Friends and Family Test data for. Use the following format: AB12 3CD (all uppercase with a space)". Below this text is a white rectangular input field. At the bottom center, there is a green button with the text "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 for postcode: DH1 4SJ.

Select the NHS Dental contract you would like to submit the Friends and Family Test (FFT) data for from the list below and then click 'Submit'.

- 1014350115 BRIDGE HOUSE DENTAL SURGERY 1ST FLOOR BRIDGE HOUSE FRAMWELLGATE BRIDGE DURHAM CO. DURHAM DH1 4SJ
- 1036560000 BRIDGE HOUSE DENTAL SURGERY 1ST FLOOR BRIDGE HOUSE FRAMWELLGATE BRIDGE DURHAM CO. DURHAM DH1 4SJ

[Try searching by a different postcode here](#)

[Try searching by a Location VCODE here](#)

[Privacy statement](#) | [Accessibility statement](#)

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

To search by VCode select the link “**Search for contract details by a Location VCODE**”

The screenshot shows the NHS Business Services Authority header. Below it, the heading "Friends and Family Test" is displayed. The main text reads: "Use one of the links below to find your NHS Dental Contract details and submit your Friends and Family data for May 2025." There are two underlined links: "Search for contract details by postcode" and "Search for contract details by location VCode". At the bottom, there are links for "Privacy statement" and "Accessibility statement".

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

The screenshot shows the NHS Business Services Authority header. Below it, the heading "NHS Dental Contract Location VCode Search" is displayed. The main text reads: "Enter your Location VCode below to find the NHS dental contract you would like to submit the Friends and Family Test data for. Use the following format: V123456 (uppercase V followed by 6 numbers)". There is a text input field containing "V001816" and a green "Search" button below it.

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

The screenshot shows the NHS Business Services Authority interface for searching dental contracts. At the top, there is a blue header with the NHS logo and the text 'Business Services Authority'. Below this, the title 'NHS Dental Contract Location VCode Search' is displayed. The main content area states: 'The following NHS dental contracts were found for Location VCode: V001816.' It then instructs the user: 'Select the NHS dental contract you would like to submit the Friends and Family Test (FFT) data for from the list below and then click 'Submit'.' Two radio button options are listed, both pointing to the same address: '1014350115 (V001816) BRIDGE HOUSE DENTAL SURGERY 1ST FLOOR BRIDGE HOUSE FRAMWELLGATE BRIDGE DURHAM CO. DURHAM DH1 4SJ' and '1036560000 (V001816) BRIDGE HOUSE DENTAL SURGERY 1ST FLOOR BRIDGE HOUSE FRAMWELLGATE BRIDGE DURHAM CO. DURHAM DH1 4SJ'. Below the list are two blue links: 'Try searching by a different Location VCODE here' and 'Try searching by postcode here'. At the bottom, there are two buttons: a blue 'Reset' button and a green 'Submit' button. At the very bottom, there are two links: 'Privacy statement' and 'Accessibility statement'.

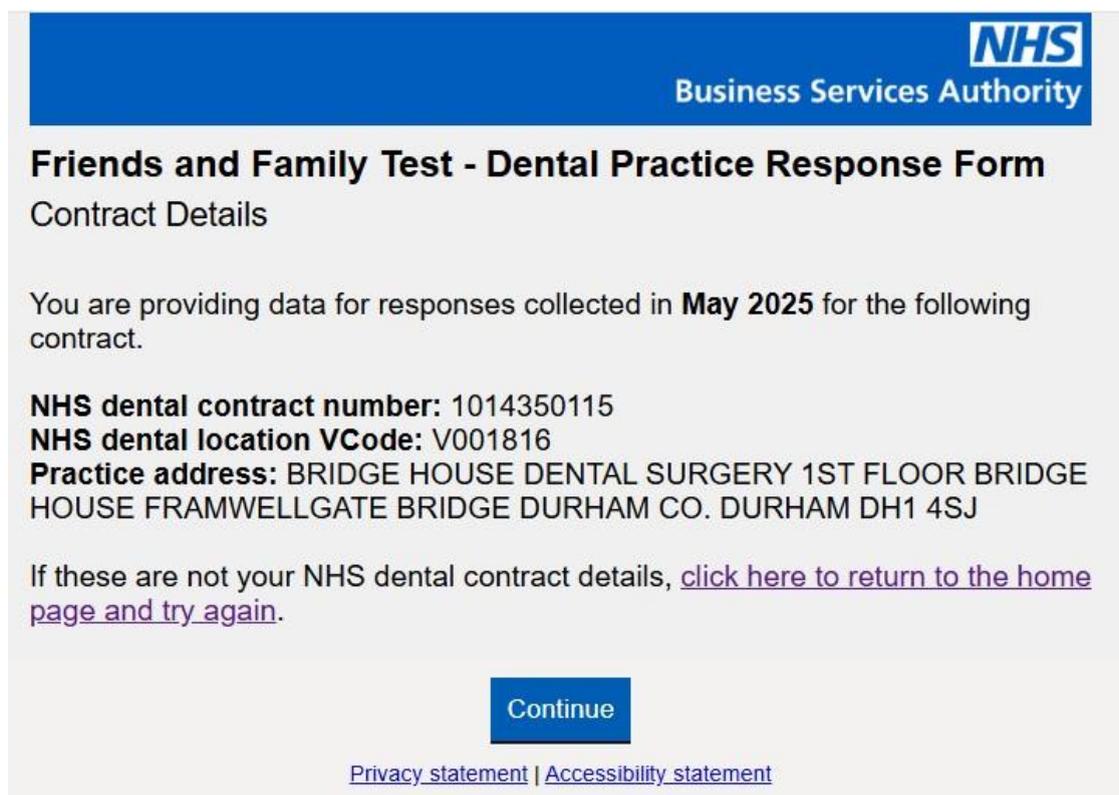
Please note:

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



The screenshot shows a verification screen with the NHS Business Services Authority logo at the top. The main heading is "Friends and Family Test - Dental Practice Response Form" followed by "Contract Details". The text states: "You are providing data for responses collected in **May 2025** for the following contract." Below this, the details are listed: "NHS dental contract number: 1014350115", "NHS dental location VCode: V001816", and "Practice address: BRIDGE HOUSE DENTAL SURGERY 1ST FLOOR BRIDGE HOUSE FRAMWELLGATE BRIDGE DURHAM CO. DURHAM DH1 4SJ". A link is provided: "If these are not your NHS dental contract details, [click here to return to the home page and try again](#)." At the bottom, there is a blue "Continue" button and links for "Privacy statement" and "Accessibility statement".

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

Alternatively to re-start the process at step 2 select the '**click here to return to the home page and try again**' link.

Step 4:

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

NHS
Business Services Authority

Friends and Family Test - Dental Practice Response Form

Service Experience | Data collected in **May 2025**

Contract number: 1014350115 | **Dental VCode:** V001816

Enter the total number of patient responses for each category below for the question 'Overall, how was your experience of our service?'
If there are no responses for a category, enter '0'.

Very good responses.

Good responses.

Neither good nor poor responses.

Poor responses.

Very poor responses.

Don't know responses.

Total responses (calculated automatically from the data entered above).

[Previous page](#) [Clear answers](#) [Continue](#)

[Privacy statement](#) | [Accessibility statement](#)

Please note:

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

See example below:

Friends and Family Test - Dental Practice Response Form

Service Experience | Data collected in **May 2025**

Contract number: 1014350115 | **Dental VCode:** V001816

Enter the total number of patient responses for each category below for the question 'Overall, how was your experience of our service?'
If there are no responses for a category, enter '0'.

Very good responses.

Good responses.

Neither good nor poor responses.

Poor responses.

Very poor responses.

Don't know responses.

Total responses (calculated automatically from the data entered above).

[Previous page](#) [Clear answers](#) [Continue](#)

[Privacy statement](#) | [Accessibility statement](#)

Once completed please select '**Continue**' where you will be taken to the next page.

Step 5:

Fill in the section below, following the instructions on the page, then select 'Continue'

The screenshot shows a form titled "Friends and Family Test - Dental Practice Response Form" with the NHS Business Services Authority logo at the top. Below the title, it says "Collection Methods | Data collected in May 2025". The form includes a "Contract number: 1014350115 | Dental VCode: V001816". The main instruction is: "Of the 66 patient responses, enter the number collected using each of the following methods. If there are no responses for a method, enter '0'." There are seven input fields for different response methods: Handwritten/Paper responses, Telephone call responses, Tablet/Kiosk responses, SMS/Text message responses, Smartphone app or online responses, and Other responses. At the bottom, there is a "Total responses" section with a dark background and white text: "Total responses (calculated automatically from the data entered above. This total must equal the total entered on the previous page)." Below this is an input field containing the number "0". At the very bottom, there are three buttons: "Previous page", "Clear answers", and "Continue". Below the buttons are links for "Privacy statement" and "Accessibility statement".

Please note:

The total number of responses for this question must be equal to the total number of responses to the recommendation question. Otherwise, an error message will appear, and you will be unable to proceed. Please see the example below.

Friends and Family Test - Dental Practice Response Form

Collection Methods | Data collected in **May 2025**

Contract number: 1014350115 | **Dental VCode:** V001816

Of the 66 patient responses, enter the number collected using each of the following methods.

If there are no responses for a method, enter '0'.

Handwritten/Paper responses.

Telephone call responses.

Tablet/Kiosk responses.

SMS/Text message responses.

Smartphone app or online responses.

Other responses.

Total responses (calculated automatically from the data entered above. This total must equal the total entered on the previous page).

Total responses for this section (Collection Methods) is not equal to the total in the previous section (Service Experience).

Change your answers above so that they match or click 'Previous page' below to change your answers for the previous section.

Total responses for Collection Methods: **67**

Total responses for Service Experience: **66**

[Previous page](#)

[Clear answers](#)

[Continue](#)

[Privacy statement](#) | [Accessibility statement](#)

Step 6:

You will be directed to the next page, where you can choose to receive a confirmation email.

Please select the option that applies to you.

If you would like to receive a confirmation email, enter your email address and confirm it in the fields provided.

The screenshot shows a form titled "Friends and Family Test - Dental Practice Response Form" with a sub-header "Confirmation Email | Data collected in May 2025". It asks "Would you like a confirmation email of the data you have provided in this form?" with radio buttons for "Yes" (selected) and "No". Below are two text input fields: "Enter your email address." and "Confirm email address.". A thank you message states: "Thank you. Click 'Submit' below to send us your responses. If you have requested a confirmation email, you will receive it within 30 minutes of clicking 'Submit'." At the bottom are three buttons: "Previous page", "Clear answers", and "Submit". Links for "Privacy statement" and "Accessibility statement" are at the very bottom.

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

Step 7:

Once your submission has been made, you will see a “**Thank You**” screen as seen below.

