



Freedom of Information request & West Norfolk CCG response

WN-2016-00165 – Implementation of the Family and Friends Test

1. Initial cost to set up and implement the FFT

The information requested is not held by the CCG.

NHS West Norfolk CCG are not responsible for implementing the Friends and Family Test, this would fall within the remit of the relevant service providers.

You may find it useful to refer your FOI request to the following NHS organisations:

The CCG's local acute services provider: [The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust](#).

The CCG's local mental health services provider: [Norfolk and Suffolk NHS Foundation Trust](#)

The CCG's local community services provider: [Norfolk Community Health and Care NHS Trust](#)

Additionally, [NHS England](#) are the main commissioners of primary care services and may hold some information which is relevant to your request. Alternatively, you can contact individual GP practices via NHS Choices: <http://www.nhs.uk/ServiceDirectories/Pages/CCGListing.aspx>.

You may also find it useful to refer to the following links:

<https://www.england.nhs.uk/ourwork/pe/fft/>

<http://www.nhs.uk/NHSEngland/AboutNHSservices/Pages/nhs-friends-and-family-test.aspx>

2. Ongoing or recurrent costs of operating the FFT

Please see the response to question 1.

3. Bands of staff and Whole Time Equivalents directly responsible for the management of Friends and Family Test

Please see the response to question 1.

4. If you have used an external / 3rd party agency to implement the Friends and Family Test

Please see the response to question 1.