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STATUTORY INSTRUMENTS

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**2014 No. 2721**

**The National Health Service (General Medical Services Contracts and Personal Medical Services Agreements) (Amendment No.2) Regulations 2014**

**PART 3**

**Amendment of Schedule 5 to the PMS Agreements Regulations**

**Insertion of new paragraph 72ZA into Schedule 5 to the PMS Agreements Regulations**

**5.** In Schedule 5 to the PMS Agreements Regulations (other contractual terms), after paragraph 72 (contractor's leaflet) insert—

**“Friends and Family Test**

**72ZA.**—(1) A contractor which provides essential services must give all patients who use the contractor's practice the opportunity to provide feedback about the service received from the practice through the Friends and Family Test.

(2) The contractor must—

- (a) report the results of completed Friends and Family Tests to the Board; and
- (b) publish the results of such completed tests at local level,

in the manner approved by the Board<sup>(1)</sup>

(3) In this paragraph, “Friends and Family Test” means the arrangements that a contractor which provides essential services is required by the Board to implement to enable its patients to provide anonymous feedback about the patient experience at the contractor's practice.”.

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(1) See guidance in this area published on the Board's website at <http://www.england.nhs.uk/wp-content/uploads/2014/07/fft-gp-summ-14.pdf>.