

What is The NHS Friends and Family Test?

The NHS wants to ensure that you have the best possible experience of care. The NHS Friends and Family Test is a way of gathering your feedback about your experience so we can make improvements to our services.

It is based on one simple question:

“How likely are you to recommend our service to friends and family if they needed similar care or treatment?”

Your feedback will help us learn more about what you think about our service – what you like and what you think we could improve. Ultimately you’re helping us to make changes that will improve our service.

You don’t have to give your name or contact details, but if you do you could be contacted to talk a little more about your feedback. If you need support when completing the question then a volunteer may be available to support you.

Please visit www.england.nhs.uk/ourwork/pe/fft for further information.

The NHS Friends and Family Test

We would like you to think about your recent experiences of our ward/service/team.

“How likely are you to recommend our ward/service/team to friends and family if they needed similar care or treatment?”

Please circle the appropriate statement below.

Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't Know
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Please tell us the main reason for the statement you have selected.

Name (optional):

Ward/service/team used:

Date of appointment:

Please tick this box if you DO NOT wish your comments to be made public.