

What is The NHS Friends and Family Test?



NHS Midlands and East want you to have the best possible experience of care. The NHS Friends and Family Test is a way of gathering your feedback, so we can continually review our service.

It is based on one simple question:

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

Your feedback will help us learn more about what you think of your experience – what you like and what you think we could improve. Ultimately, you’re helping us to make changes that will ensure we can offer the best possible care.

If you’d prefer to give your comments anonymously, then please do so. If you do leave your contact details then we might get in touch, to talk to you about your feedback so we can better understand your views.

The NHS Friends and Family Test

We would like you to think about your recent experience of our service.

“How likely are you to recommend 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
------------------	--------	----------------------------	----------	--------------------	------------

Name (optional):

Contact Details (optional):

- Please tick if you are a carer completing this on behalf of a patient.
- Please tick this box if you DO NOT wish your comments to be made public.

For further information on
The NHS Friends and Family Test, please visit
www.england.nhs.uk

Produced by The Strategic Projects Team
www.thestrategicprojectsteam.co.uk
@MidsandEastFFT