



We value your feedback

Have your say to improve your care

A short guide for patients about the NHS Friends and Family Test

If you would like to learn more about the
NHS Friends and Family Test then please visit
www.nhs.uk/friendsandfamily or email
england.friendsandfamilytest@nhs.net

Why am I being asked for feedback?

We want to hear from all people who use our services about the quality of care they have received. Your feedback will give NHS staff and managers a better understanding of people's experiences and will enable us to make improvements to services.

What does it involve?

When you use our services, you have the opportunity to provide your feedback on the care you have received. This feedback is anonymous so you do not give your name or any information that will identify you.

We invite you to answer one simple question about the care you have received. The question will look like this:

Overall, how was your experience of our service?

You will be able to select from the following responses:

Very good	Good	Neither good nor poor	Poor	Very poor	Don't know
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The question will have a comments box, for you to provide more information so that we can understand a little more about your response and more about your experience, including what we did well and where we can look to make improvements.



Do I have to provide my feedback?

You do not have to provide feedback. But if you do, your feedback will help us to improve our service. You can provide feedback at any time you want to and as often as you like.

How will the results be used?

Your feedback will help us to learn more about the quality of our services. We want you to tell us what we are doing well – so we can do more of it, but it's also important that you tell us what we can do better. We will use this information to make changes that will help us to offer a continually improving service.

Will the results be published?

The statistical results are published monthly on the NHS England website but individual comments are held locally so that staff can understand more about people's experiences. This is part of the NHS commitment to be open and transparent and give patients in-depth information about health services.

We will publish information about what people have told us locally, so you can access up to date information about your local services.

The Friends and Family Test

We call this feedback the Friends and Family Test. It is not a test for people using services, but a test for health care providers to see how their services are performing, through the eyes of those who are using them.

