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:

**“****Overall, how was your experience of our service?”**

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.

For further information on the NHS Friend and Family Test, please visit www.england.nhs.uk/fft/

The NHS Friends and Family Test

Thinking about Fenham Hall Medical Group…**Overall, how was your experience of our service?**

Please circle the appropriate statement below.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Very good | Good | Neither good nor poor | Poor | Very poor | Don’t know |

Please tell us why you gave your answer. Also, please tell us if there is anything we could have done better?

|  |
| --- |
|  |
|  |
| Name (optional): |
| Service used: |
| Date of appointment: |

□ Please tick if you are a carer completing this on behalf of a patient