

Friends and Family Test Leaflet

We want your feedback

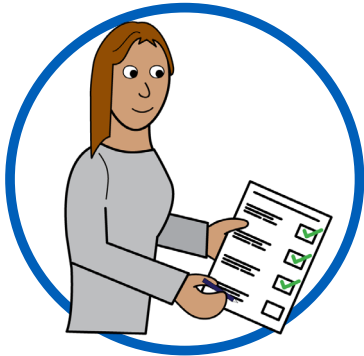




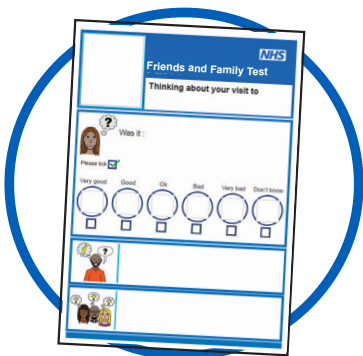
The NHS wants to make sure that all healthcare works well for everyone.



We would like your feedback about the care you receive.



Your feedback is important to us. It will help us to keep improving our services.



How to give your feedback

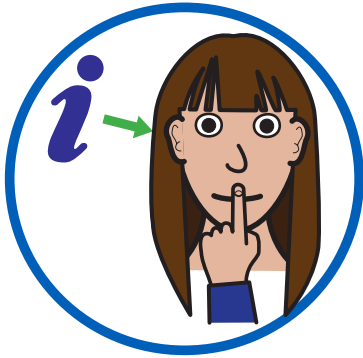
There is a form called **Friends and Family Test.**



You can ask for an easy read form.



It's your choice if you would like to give feedback or not.



The survey is anonymous.
You do not give your name.



We would like to find out if you think the service was:

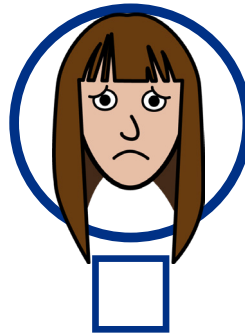
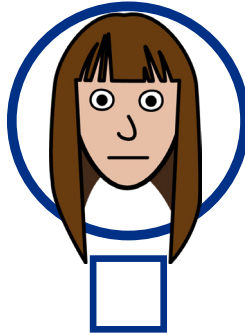
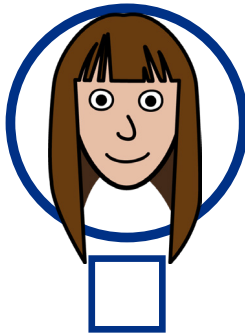
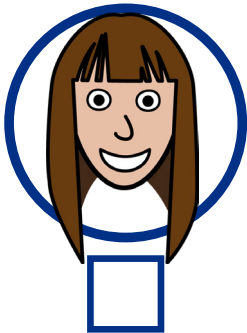
Very good

Good

Ok

Bad

Very bad



We want you tell us what we are doing well and what we can do better.



What happens with the results?

Every month we put the results of the survey on NHS England website.



Results about your local services will be shared by each hospital or service.



Your opinion counts!

Your feedback will help us improve.

If you would like to know more about the Friends and Family Test go to the website.

www.nhs.uk/using-the-nhs/about-the-nhs/friends-and-family-test-fft/



or email

england.friendsandfamilytest@nhs.net

Local details.