



**LANGBANK**  
MEDICAL CENTRE

# **Friends and Family Test**

## *Information and Guide*



This brochure contains information on what the NHS friends and family test (FFT) is and how to complete it for Langbank Medical Centre.

## What is the Friends & Family Test? (FFT)

The NHS Friends and Family Test (FFT) is an important opportunity for you to provide feedback on the care and treatment you receive from the NHS and to help improve services.

It was initially introduced in 2013 in hospital wards, A&E departments and maternity services and is a feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience that can be used to improve services.

It is not a traditional survey. It is a continuous feedback loop between patients and NHS services.

From 1 December 2014, NHS England has made it a contractual requirement that all GP Practices undertake the FFT.



## How does the FFT work?

The FFT question asks if people would recommend the services they have used and offers a range of responses. When combined with supplementary (free text) follow-up questions, the FFT question provides a mechanism to highlight both good and poor patient experience.

The free text responses are a rich source of information which allows GP Practices to consider the comments being made by patients in detail and, identify actions which can be taken to improve patients' experience much more quickly than traditional survey methods.

All responses are COMPLETELY ANONYMOUS and you will be asked if you do NOT wish your free text comments to be made public.

Here at Langabank Medical Centre, you can answer the FFT questionnaire by either:

DOWNLOADING this form, FILLING it out online and EMAILING the complete form to **gp.n82019@nhs.net**. You can also DOWNLOAD this form, PRINT it out at home and POST it through the surgery letter box.

**OR**

COLLECTING a form from the GP surgery to FILL-IN and POST back to the surgery through the letter box or via post.

# Friends and Family Test

The wording for the main question is set by NHS England and is as follows.

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

**How likely are you to recommend our GP Practice to friends and family if they needed similar care or treatment?**

Please let us know your honest answer to the above box by selecting one of the following:

**Extremely likely**

**Likely**

**Neither likely nor unlikely**

**Unlikely**

**Extremely unlikely**

**Don't know**

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**Please tell us why you have responded with this answer in the text box below:**

Is it okay for us to use the free text comment you left above in public (e.g. on our website)? Please select one of the below:

Yes

No

Thank you for taking the time to give us your thoughts on our service. Please refer to the bottom of the '*How does the FFT work?*' section for details on how to submit the form.



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