

The Friends and Family Test

A short guide for patients





What is the Friends and Family Test?

The NHS wants to ensure that you have the best possible experience of care. The **Friends and Family Test** is a way of gathering your feedback about this experience and helping to drive improvement in hospital services.

When you receive care as an inpatient or in an Accident and Emergency (A&E) department, you will be given the opportunity to give your feedback by answering a simple question about your experience.

The results will provide a way for you to easily compare NHS hospitals so that you know where you and your family can get the best possible care.

The information will also give the NHS invaluable information on what patients think of services, which can be used to help make improvements if required.

How will it work?

When you are discharged, or within the 48 hours that follow, you will be asked to answer the following question:

“How likely are you to recommend our ward/A&E department to friends and family if they needed similar care or treatment?”



You will be invited to respond to the question by choosing one of six options, ranging from 'extremely likely' to 'extremely unlikely'.

It is really important to us that you tell us why you gave your answer, so please answer any follow-up questions.

You may be asked to answer the question before going home, or you may be invited to do so by returning a postcard, by phone or on our website.

Your answer will not be traced back to you, and your details will not be passed on to anyone, so please tell us exactly what you think. A member of your family or a friend is welcome to help you give your feedback to the question if you are unable to.



Do you have to respond to the question?

You do not have to respond to the question. But if you do, your feedback will provide valuable information for your hospital to help ensure its patients have the best possible experience of care.

Your hospital will be very keen to hear from you so it knows what you think of the care or treatment you have received – whether your feedback is positive, negative or indifferent.

How will the results be used?

Your hospital will gather the results and analyse them rapidly to see if any action is required. It will publish the results and you will also be able to see results for other hospitals to see how they compare.



Where will the results be published?

The results will be published on the NHS Choices website (www.nhs.uk).

Hospitals may also publish their results in their annual reports and quality accounts.

Does this replace the existing compliments or complaints procedure, or other forms of feedback used by the hospital?

No, you can still pass your compliments or complaints to your hospital in the normal way. Hospitals can continue to use existing ways of gathering feedback, in addition to the **Friends and Family Test**.

Where can I get more information?

For more information on the **Friends and Family Test**, please visit www.nhs.uk/friendsandfamily.

For information about how the test will be carried out in your hospital, please contact its Patient Experience and Inclusion Team or Patient Advice and Liaison (PALS) team.



Bolton 

NHS Foundation Trust

For more information visit our website: www.nhs.uk/friendsandfamily