

We value your feedback

Family & Friends Test

Tell us what you think and how we can improve. It is a way of gathering anonymous feedback from you about your recent experience of the practice.

This will help us to recognise where we are doing things well and where we need to improve. Your feedback gives a very real and recent picture of what you think.

You will have the opportunity to feedback every time you are in the practice, after an appointment or attending for administrative things such as a repeat prescription or blood test results.

As a patient registered with the practice you can give feedback after each and every contact if you want to.

As a carer or relative you can also give feedback.

You can choose to comment every time, sometimes or not at all services.

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We value your feedback:

What is the NHS Friends and Family Test?

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You can choose to comment every time, sometimes or not at all and can do so by completing our simple form available in the foyer or from reception.

Thank you for your time.

How do you take part in the Friends and Family Test?

You can enter your feedback at the stand in the waiting room near reception.

It is clearly marked “How did we do today”.

You will be asked a short number of questions about your experience today. The questions have been designed to be quick and easy to complete, to encourage lots of participation from our patients.

You can exit the questions at any time; you can also go back to a previous question if you want to.

Your responses are immediately encrypted and transferred to a secure data centre so it is not kept within the stand or in the practice.

Do you have to take part in the Friends and Family Test?

No, participation is totally voluntary.

But if you do respond you will provide valuable information for us to ensure you have the best possible experience of care.

We are keen to hear from you, whether your feedback is positive negative or indifferent.

- You have the opportunity to give us your feedback after every contact with the practice.
- You may choose to give feedback one week and not the next.
- You may choose to opt out of having your comments published.

What if you need support to take part in the Friends and Family Test?

We want to include all of our patients and everyone has a right to give feedback.

Some patients may find the phrasing of the questions difficult.

Your carers, friends and relatives can help you but they must try not to answer for you. Our staff may also be able to offer support.

If after assistance, you would like to use one of our easy read forms, please ask our reception staff.

These forms may be helpful for children and young people, people with dementia or learning disabilities, people with little/no English or low literacy and people with hearing or visual impairment.

How will your FFT information be managed?

We take the security and appropriate management of your data very seriously.

The responses you give are NOT linked to your name or medical records in any way.

In order for the data to remain anonymous to the practice staff, your responses are collected and managed by a data partner.

Our data partner has extensive experience in handling patient data for hospitals so they are experts in this field. They can only see your anonymous responses.

Practice staff only view the anonymous responses and cannot link this to any individual patient.

We will keep your data safe, use it only for the Friends and Family Test and not share it with anyone we have not told you about.