

## **What will Grove House Practice do with the responses?**

All GP Practices are required to submit a summary of responses received each month to NHS England.

Here at Grove House Practice, we will also discuss the feedback with our Patient Group and publish the results on a regular basis in our Patient Newsletter (and on our web-site). We will also publish any actions we have taken as a result of the feedback.

Please note that the introduction of the FFT does NOT mean that you can no longer provide feedback to the Practice in the traditional ways:



You can still fill in one of our comment forms, or write to the Practice or email us at [patient.comments@gp-N81066.nhs.uk](mailto:patient.comments@gp-N81066.nhs.uk) or fill in a Patient Group comment form or call us on 566561 - or just give us your feedback verbally at Reception.



**Grove House Practice  
St Paul's Health Centre  
High Street  
Runcorn**

**Tel No: 01928 566561**

**Cancellation line: 01928 842577  
(message facility only)**

**Website: [www.grovehouse.co.uk](http://www.grovehouse.co.uk)**

If you require this leaflet in a different format or if you need further information or advice, please contact the Practice

Last reviewed: July 2023

# Friends & Family Test

Grove House Practice

The Friends and Family Test

We need to hear from you!



## 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 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 Grove House, you will receive a text message after your appointment or after you have submitted a PATCHS request, which will ask you to complete the FFT.**

## What is the initial FFT question?

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?*

The response requested is one of the following:

*Extremely likely*

*Likely*

*Neither likely nor unlikely*

*Unlikely*

*Extremely unlikely*

*Don't know*

Grove House Practice is then asking a follow up (free text) question to ascertain the main reason behind the response selected.