## Friends and Family Test

The NHS Friends and Family Test (FFT) was created to help service providers and commissioners understand whether patients are happy with the service provided, or where improvements are needed. It's a quick and anonymous way to give your views after receiving NHS care or treatment.

Thinking about your recent experience of the practice...

Overall, how was your experience of our service?

Very poor	Poor	Neither good nor poor	Good	Very good	Don't know

How likely are you to recommend the practice to friends or family?

Very unlikely	Somewhat Unlikely	Neither likely nor unlikely	Somewhat Likely	Very likely	Don't know

## Please give the reasons for your answers

This is an optional question but will allow the practice to understand the positives and negatives that were experienced.

Please do **not** include patient identifiable information in your answer. For example, please do not include your name.

## Additional Questions

We have a set of 5 optional rating scale questions that we kindly ask that you complete.

We estimate that the additional questions should take you no longer than 5 minutes to answer. Your support answering these questions will help us to make improvements to the service.

If you would like to complete these questions, please turn the page.

## Additional Questions

**These questions are optional to complete**, however your support answering these questions will help us to make improvements to the service.

Please rate how much you agree or disagree with the following statements.

I was happy with the process of booking the appointment												
		1	2	3	4	5	6	7	8	9	10	
	Strongly Disagree											Strongly Agree
The staff	were empa	athe	tic to	o my	' nee	ds						
		1	2	3	4	5	6	7	8	9	10	
	Strongly Disagree											Strongly Agree
I was hap	py with the	e pro	ofess	siona	alism	oft	he s	taff				
		1	2	3	4	5	6	7	8	9	10	
	Strongly Disagree											Strongly Agree
I was happy with the clinician's treatment												
i was nap	spy when end	1	2	3	4	5	6	7	8	9	10	
	Strongly Disagree											Strongly Agree
	0											
I had enough time to discuss my needs with the clinician												
		1	2	3	4	5	6	7	8	9	10	
	Strongly Disagree											Strongly Agree