

Your practice 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 practice will gather results and analyze them rapidly to see if any

action is required. It will publish the results and you will also be able to see results from other practices to see how they compare.

Where will the results be published?

The result will be published on the NHS



PLEASE TICK AND PLACE IN THE COLLECTION BOX

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 need similar care or treatment?”

- Extremely likely**
- Likely**
- Neither likely nor unlikely**
- Unlikely**
- Extremely unlikely**

Don't Know

Would you like to comment on your answer?

Little London Surgery 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 your experience and helping to drive improvement in Primary Care Services.

When you receive care as a patient you will be given the opportunity to give feedback by answering a simple question about your experience.

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

The information will also give the NHS

invaluable information on what patients think of the services which can be used to help make improvements if required.

How will it work?

When you have visited the practice or seen a doctor or nurse etc., you will be asked to answer the following question:

“How likely are you to recommend our practice to your friends and family”?

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 you leave the practice, or 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.

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

No, you can still pass your compliments or complaints to your practice staff in the normal way. Practices will 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