**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 GP surgery services.

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

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

How will it work?

When you attend the surgery or visited at home by a doctor you will be asked to answer the following question:

“How likely are you to recommend our GP surgery to friends and family if you 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 that you tell us why you gave your answer, so please answer the follow-up question.

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.

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 the surgery to help ensure its patients have the best possible experience of care.

How will the results be used?

The practice will gather the results and analyse them to see if any immediate changes are required. The number of responses will be reported to NHS England and the results will be published on the NHS Choices website ([www.nhs.uk](http://www.nhs.uk))

Does this replace the existing compliments or complaints procedure?

No. you can still pass your compliments or complaints to the business manager in the normal way.

Where can I get more information?

For more information on the Friends and Family Test please visit [www.nhs.uk/friendsandfamily](http://www.nhs.uk/friendsandfamily)

**PARK HOUSE MEDICAL CENTRE**

**Friends and Family Test**

**How likely are you to recommend our GP Surgery to friends and family if they needed similar care or treatment?**

**Extremely Likely [ ]**

**Likely [ ]**

**Unlikely [ ]**

**Neither Likely nor unlikely [ ]**

**Extremely Unlikely [ ]**

**Don’t Know [ ]**

**If we could change one thing about your care or treatment to improve your experience, what would it be?**