

# NHS England : Example Easy Read Format

(Community/mental health)

**The NHS Friends and Family Test**

Service Provider:

**Would you want your friends and family to**

**have this service if they needed it?**

Yes

Maybe

No

Don’t

Know

**Did the staff explain things well?**

Yes

Maybe

No

**Were Staff friendly and helpful to you?**

Yes

Maybe

No

**Did the staff listen to you?**

Yes

Maybe

No

**1**

**Did the staff explain what will happen next with**

**your health care?**

Yes

Maybe

No

**What was good about the visit?**

**Did the staff listen to your carer or family?**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Yes |  | Maybe |  | No |  | N/A |  |
|  |  |  |  |  |  |  |  |  |

**Were you given easy to understand information**

**about the service?**

Yes

Maybe

No

**Thank You 2**

**What would have made the visit better?**

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