

The Friends and Family Test

A Short Guide for You



The NHS wants everyone to get the best possible care and treatment. The Friends and Family Test will help to do that.



These questions are a chance for you to tell us what you think about the care you had.



These questions are being asked by every service provided by the NHS. For example: GPs, Hospitals and Community Services



Answering these questions will help us to know:

- If we are doing a good job, or
- If things could be done better



You can tell us if you think the care you had was good enough for your friends and family.



You can answer the question:

- before you leave the service, or
- after you have gone home



Your name will not be kept with your answers.
It is ok to tell us what you think, good or bad.



You can answer some of the questions.



There is no right or wrong answer.



What you tell us will be added to what other people have said.



You can see what others have said on the NHS Choices website: www.nhs.uk.



You can still complain if you are unhappy.
You can do this in the usual way.



If there is something urgent, tell a member of staff straight away.