**THE FRIENDS AND FAMILY TEST**

**What is it?**

The Friends and Family Test (‘FFT’) was introduced by the Government. The FFT is a feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience. That feedback should be used to improve services for patients.

The FFT question asks if people would recommend the services they have used and offers a range of responses. The FFT question provides a mechanism to highlight *both good and poor* patient experience. The question asked is: “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 needed similar care or treatment?” The responses are: ‘Extremely likely’; ‘Likely’; ‘Neither likely nor unlikely’; ‘Unlikely’; ‘Extremely unlikely’; or ‘Don’t know’

**COMPLETEING THE FFT DOES NOT MEAN THAT YOU CANNOT TALK TO US DIRECTLY ABOUT ANYTHING TO DO WITH THE SERVICE WE PROVIDE - THIS IS STILL THE MAIN WAY WE TRY AND IMPROVE AND FEEDBACK ANY POSITIVE COMMENTS TO STAFF**

**How do I complete the survey?**

There are cards on the table in the waiting room and a box by the reception counter. The responses are anonymous. You can also complete the on-line version. If you would like a response, please add your name and contact details and write on the form that you would like us to contact you.

**RESULTS OF THE ‘FRIENDS AND FAMILY’ TEST**

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| MONTH  (2015) | ‘Extremely likely’ | ‘Likely | ‘Neither likely nor unlikely | ‘Unlikely | ‘Extremely unlikely’ | ‘Don’t know | Total Number of responses  Received |
| February | 1 |  |  |  |  |  | 1 |
| March | 1 |  |  |  |  |  | 1 |
| April |  |  |  |  |  |  | 0 |
| May | 2 |  |  |  |  |  | 2 |
| June | 0 |  |  |  |  |  | 0 |
| July | 0 |  |  |  |  |  | 0 |
| August | 0 |  |  |  |  |  | 0 |
| September | 0 |  |  |  |  |  | 0 |
| October | 0 |  |  |  |  |  | 0 |
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