Friends and Family Test
What is the Friends and Family Test?
The FFT is a feedback tool which offers patients of NHS funded services the opportunity to provide feedback about the care and treatment they have received. The FFT tool combines a simple question, asking patients how likely they would be to recommend the service they have received to their friends and family; with at least one complementary follow-up question to enable patients to provide further detail about their experience. The introduction of the FFT across all NHS services is an integral part of *Putting Patients First*, the NHS England Business Plan for 2013/14 to 2015/16.

Why are we doing the Friends and Family Test?
Good patient experience is associated with improved patient outcomes. Various studies have shown positive associations between patient experience, patient safely and clinical effectiveness. It is therefore important that the NHS collects regular feedback from patients and takes action to address any areas of poor patient experience. The FFT is just one of a number of tools used in the NHS to collect feedback from patients. One of the key benefits of the FFT is that patients can give their feedback in near real time and the results are available to staff more quickly than traditional feedback methods. This enables staff to take swift and appropriate action should any areas of poor experience be identified. The results of the FFT are published so that patients and members of the public can see how their local services are viewed by those who have used them. The results can provide a broad measure of patient experience that can be used alongside other data to inform patient choice.

What is the FFT question?
Please help us improve the service we provide by answering the question below. We would like you to think about your experience in the surgery during this visit.

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

Extremely likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't know

Please can you tell us the main reason for the score you have given

Today's Date: AM or PM