

# Friends and Family Test

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We want your feedback

The NHS wants to make sure that all patients receive good care and treatment.

The Friends and Family Test asks you to tell us about the care you received in hospital.

Your feedback can be good or bad.

It is your choice if you would like to give feedback or not.

Your feedback is private. You do not give your name.

After your hospital appointment or stay in hospital you will be sent a text message. If you want to give feedback, click on the web address and answer the questions on the web page. Click 'Submit this form'.

**Text only**



Your good or bad feedback matters to us. It will help us make things better.

If you would like to know more about the Friends and Family Test go to:

[www.ekhft.nhs.uk/fft/](http://www.ekhft.nhs.uk/fft/)

or

[www.nhs.uk/using-the-nhs/about-the-nhs/friends-and-family-test-fft/](http://www.nhs.uk/using-the-nhs/about-the-nhs/friends-and-family-test-fft/)

If you have any questions speak to a member of hospital staff or email Edel Ewart [edel.ewart@nhs.net](mailto:edel.ewart@nhs.net)

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Our Patient Advice and Liaison Service (PALS) can help you.

You can ask a question or tell them if you are unhappy about something.

Phone: 01227 78 31 45 The team can phone you back.

Email: [ekh-tr.pals@nhs.net](mailto:ekh-tr.pals@nhs.net)

Post: Patient Advice and Liaison Service (PALS)  
Trust Offices Kent and Canterbury Hospital  
Ethlebert Road, Canterbury  
CT1 3NG

Created together with people with a communication need, the experts by experience