

Friends and Family Test

Information from the Friends and Family Test Monitoring Group

What is the Friends and Family Test?

The NHS Friends and Family Test (FFT) is a nationwide initiative to gain feedback from patients about the care and treatment they receive in hospital.

Patients are asked whether they would recommend NHS services to their friends and family if they needed similar care or treatment, which is believed to be an important indicator of the quality of care they have received.

How does the Friends and Family Test work?

If you have been discharged from outpatients, the accident and emergency (A&E) department, or day care you will be sent either a SMS text to your mobile phone, an interactive voice message (IVM) to your landline phone, or you may receive a call.

If you have been an inpatient then, upon discharge from hospital, you will be asked to complete a postcard by one of the nursing team; please hand the completed card back to a member of staff or post it back to us (postage is free).

It is completely free of charge for you to reply

The Trust can guarantee any Friends and Family Test SMS Messages received by the patient or replied to will not be charged back to them.

At any time the patient can choose to opt out of the survey by replying back STOP, this will opt the mobile number out of all future FFT surveys or press # on your landline and this will opt the landline out of all future FFT surveys.



Do I have to respond to the questions?

Your answer is voluntary. But if you do answer, your feedback will provide valuable information to help make sure our patients have the best possible experience of care.

Is the feedback anonymous?

Your answer will not be traced back to you, and your details will not be passed on to anyone. Therefore we will be unable to respond to individual requests.

A member of your family or a friend is welcome to answer the question if you are unable to.

How will the results be used?

Our matrons and ward managers gather the results and analyse them to see where we can make improvements or explore your suggestions further. If your comments are complimentary we will of course pass on your praise to the staff who cared for you, and action any problems or issues included within your feedback.

Friends and family reports are also displayed on the wards on a monthly basis for everyone to read.

Does the FFT replace the NHS complaints procedure or other forms of feedback?

No, this will not replace our current complaints procedure or other forms of feedback. If you wish to give a compliment, raise a concern, or make a complaint please speak to the nurse-in-charge, the matron, or contact our Patient Advice and Liaison Service (PALS) on 01227 783145.

For more information, please visit: www.ekhufft.nhs.uk/friendsandfamilytest

This leaflet has been produced with and for patients

If you would like this information in **another language, audio, Braille, Easy Read, or large print** please ask a member of staff.

Any complaints, comments, concerns, or compliments please speak to your doctor or nurse, or contact the Patient Advice and Liaison Service (PALS) on 01227 783145 or 01227 864314, or email ekh-tr.pals@nhs.net

Further patient leaflets are available via the East Kent Hospitals web site www.ekhufft.nhs.uk/patientinformation