

V02/SK/May16

How will the results be used?

We will analyse the results to see if any action is required. We also publish the results and you will be able to see results for other surgeries to see how they compare.

Where will the results be published?

The results will be published on the NHS Choices website (www.nhs.uk).

We may also publish our results in the surgery.

Does this replace the existing compliments or complaints procedure, or other forms of feedback used by the practice?

No, you can still pass your compliments or complaints to us in the normal way, using our comments book or following our complaints procedure both of which are available at reception.

Where can I get more information?

For more information on the Friends and Family Test, please visit www.nhs.uk/friendsandfamily.

If you would like assistance with the survey when it is available in our sub-waiting area please speak to a member of staff.

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Shotfield Medical Practice

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**The Friends and Family
Test
A short guide for patients**



What is the Friends and Family Test?

The NHS wants to ensure that you have the best possible experience of care. The **Friends and Family Test** is a way of gathering your feedback about this experience and helping to drive improvement in general practice services.

The results will provide a way for you to easily compare NHS hospitals so that you know where you and your family can get the best possible care.

The information will also give the NHS invaluable information on what patients think of services which can be used to help make improvements if required.

How will it work?

When you have received care or treatment within our surgery you will be given the opportunity to give your feedback by answering the following question:

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

You will be invited to respond to the question by choosing one of six options, ranging from “extremely likely” to extremely unlikely.

It is really important to us that you tell us why you gave your answer, so please answer any follow-up questions.

You will be asked to answer the question using the Friends and Family survey which is available in electronic form on a tablet fixed to the wall in our sub-waiting area on the ground floor close to where see our doctors and nurses. You are also able to access the Friends and Family survey on our website www.shotfieldmedicalpractice.co.uk

Your answer will not be traced back to you, and your details will not be passed on to anyone. A member of your family or a friend is welcome to help give you feedback to the question if you are unable to.

Do you have to respond to the question?

You do not have to respond to the question. But if you do, your feedback will provide valuable information for the surgery to help ensure patients have the best possible experience of care. We are keen to hear from you so we know what you think of the care and treatment you have received and whether your feedback is positive, negative or indifferent.