



The Friends and Family Test

A short guide for staff

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

No, your organisation will still use its compliments or complaints procedures and can continue to use other existing feedback systems, in addition to the Friends and Family Test. In addition, existing national patient surveys and inspection regimes will continue.

Where can I get more information?

For more information on the **Friends and Family Test**, including guidance for organisations, please visit <http://www.dh.gov.uk/health/2012/10/guidance-nhs-fft/>

Further information is available at www.nhs.uk/friendsandfamily.

For further details on how the test will be carried out in your organisation, please contact your Patient and Public Involvement (PPI) team or Patient Advice and Liaison Service (PALS).

For more information visit our website:
www.nhs.uk/friendsandfamily





What is the Friends and Family Test?

The **Friends and Family Test** is an easy-to-understand question that will be asked of patients about the care they have received.

When patients receive care or treatment as an inpatient or in an Accident and Emergency (A&E) department, they will be given the opportunity to state **whether or not they would recommend the ward or A&E department to friends or family if they needed similar care or treatment.**

Why is the Friends and Family Test important?

The NHS wants to make sure that patients have the best possible experience of care, and that they can easily let you know their views on the quality of their care. We are introducing the Friends and Family Test because we want to obtain regular and timely feedback from patients about their care and treatment.

The test will add value to existing feedback activities by gathering near real time feedback that is directly comparable across hospitals. The results will give you invaluable information on how your wards, A&E department and organisations are performing in the eyes of your patients.

It is very important that results, in combination with other sources of patient feedback, are then used to help you build on good performance and make improvements.

How will it work?

All organisations providing NHS funded services will be using the **Friends and Family Test** by April 2013 in all acute inpatient wards and A&E departments. From October 2013, the test will be extended to maternity services.

Within 48 hours of receiving care or treatment, patients will be given the opportunity to answer the following question:

“How likely are you to recommend our ward/A&E department to friends and family if they needed similar care or treatment?”

Patients will be invited to respond to the question by choosing one of six answers, ranging from ‘extremely likely’ to ‘extremely unlikely’.

Patients will then be given the opportunity to give more information on the reasons for the answer. Patients’ feedback will not be traced back to them.

Your organisation will be able to select the most appropriate ways to ask the questions. Patients may be asked to respond to the question before going home, or they may be asked later – for example online, by phone or on a postcard.

Face-to-face interviews should not be used, and so you will not be required to ask the question yourself.

How will the results be used?

Your organisation will gather the results and analyse them rapidly to see if any action is required, and will then use patients’ feedback to create an overall score that it will make publicly available.

Results will be available down to ward level, and so you and your organisation will be able to see how your ward or department compares with others and take action to make improvements if required.

Where will the results be published?

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

Your organisation may also publish its results in its annual report and quality accounts.