

All about the Friends and Family Test



This is an Easy Read version of:
**'The Friends and Family Test:
A short guide for patients'**

About this leaflet



The National Health Service (NHS) has written this leaflet about the Friends and Family Test.



This leaflet tells you about:

- how the Friends and Family Test works



- why we think it will help people

- how we will use it



- what question we ask



- how to find out more.

About the Friends and Family Test



The NHS wants to make sure you get the best possible care and treatment. The Friends and Family Test will help it to do that.



It is not a test about you. It is a chance for you to tell us what you think about the care you got.



You will just be asked one question when:

- you stay in a hospital ward, or



- you get care in an Accident and Emergency (A&E) department.



You will be asked if you would say to your friends or family that they should use this hospital if they needed the same care or treatment.

Your answer to this question will help the hospital to know:



- if it is doing a good job or
- if it should do things better.



It will also help other patients to know if the hospital is a good place to be cared for.

How the Friends and Family Test works



After you have had your care, the hospital will ask you:

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

This gives you the chance to tell us if you think the care you had was good enough for your friends or family as well.

And if it was, would you tell them they should use this hospital if they needed the same care or treatment?



Even after you have done the Friends and Family Test, you can still say more about your care if you want to. You can do this either:

- just before you leave hospital, or



- after you have gone home.



If there is something urgent, tell a member of staff straight away.



Your name will not be kept with your answers so do not be afraid to say exactly what you think.

More about the Friends and Family Test



1. Do you have to answer the question?

No, it is up to you if you want to answer the question or not.



2. What will happen with your answer?

Your hospital will use your answer, along with answers from other patients and other information, to:

- check how good their care is



- decide if they need to make any changes to help make their care better.



3. Where can you see the answers?

You will be able to see how good people thought their care was on the NHS Choices website: www.nhs.uk
The website will not show who gave the answers.



4. Does the Friends and Family Test mean you can't complain or thank your hospital in any other way?

No, you can still complain about your care or the hospital in the usual way and you can still thank staff for the care you had if you think it was good.



For example you can speak to the person in charge or telephone the hospital saying you want to make a complaint.



If you would like more information, please:

- talk to your hospital's Patient and Public Involvement (PPI) team



- look at the Department of Health's website:

www.dh.gov.uk/health/tag/friends-and-family-test



- look at the NHS Choices website (from April 2013): **www.nhs.uk**



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