

What you tell us will be added to what other people have said.

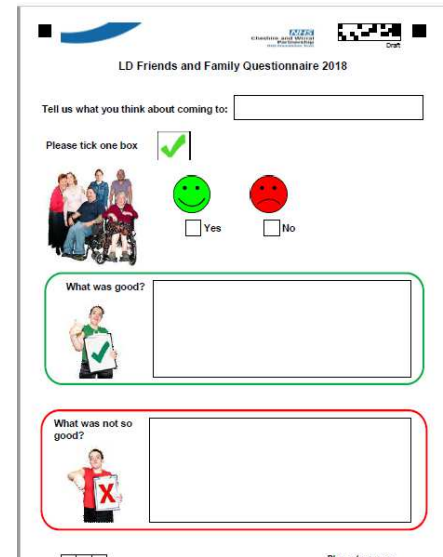


You can see what others have said on the NHS Choices website www.nhs.uk.

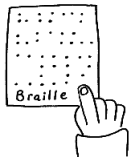
You can still complain if you are unhappy. You can do this in the usual way.



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



This leaflet is available in other languages or formats



For more information see www.cwp.nhs.uk.

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The information in this leaflet was valid at the date of production **August 2018** and is due for review in **August 2020**

Leaflet code: E-FFT-18-719

This leaflet tells you about the Friends and Family Test.



The NHS wants everyone to get the best possible care and treatment.

The Friends and Family Test will help to do that.

The questions on the form are a chance for you to tell us what you think about the care you have had.



We can also send you the questions on your mobile phone.

Staff can talk to you about this.



The questions are being asked by every NHS service.

For example GPs, hospitals and community services.

Answering these questions will help us to know

- If we are doing a good job
- If we could do things better



You can tell us if you think the care you have had was good enough for your friends and family.



You can answer the questions on the form

- before you leave the service
- after you have gone home

Your name will not be kept with your answers.

It is ok to tell us what you think.

This can be good or bad.



You can answer some of the questions.

There is no right or wrong answer.

