The Friends and Family Test

A Short Guide for Patients

The NHS wants everyone to get the best possible care and treatment. The Friends and Family Test will help 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 had.

This test is being asked by every service provided by the NHS. For example: GPs, Hospitals, Opticians and Community Services

The Friends and Family test will help us to know:
- If we are doing a good job, or
- If things could be done better

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

You can answer the question:
- before you leave the service, or
- after you have gone home
Your name will not be kept with your answers. Don’t be afraid to say what you think.

You do not have to answer the questions.

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.

If you are unhappy with the service you had, you can still complain about the service in the usual way.

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