

LANGTHORNE HEALTH CENTRE
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L.I. MEDICAL CARE LTD (AGARWAL & AGRAWAL PRACTICE)
Waltham Forest Primary Care Trust

WHAT IS THE FRIENDS AND FAMILY TEST?

The NHS Friends and Family Test (FFT) was created to help service providers and commissioners understand whether their patients are happy with the service provided, or where improvements are needed. It is a quick and anonymous way to give your views after receiving care or treatment across the NHS.

Since its launch in 2013, more than 10 million pieces of patient feedback have been submitted. The FFT has been rolled out across most NHS services, including community care, hospitals, mental health services, maternity services, GP and dental practices, emergency care, patient transport and more.

When you complete your treatment or are discharged from a service, you'll often be invited to complete the FFT. You may leave your completed FFT in our collection box at the practice.

FILLING OUT THE FFT FORM

You will be asked to answer the question: "How likely are you to recommend our service to friends and family if they needed similar care or treatment?"

You can rank your answer from "extremely likely" to "extremely unlikely". You will also have the opportunity to explain your ranking by adding comments, and you may be asked some follow-up questions. This is important, because service providers can only make changes if they know exactly what is or isn't working. You can ask a member of staff how this information is used.

DO YOU HAVE TO RESPOND TO THE QUESTION?

Your answer is voluntary. But if you do answer, your feedback will provide valuable information for the service to celebrate positive feedback, and identify opportunities to make improvements. At the moment, around 9 out of 10 patients say they would recommend the service they've used, which lets staff know that their efforts have been appreciated.

Your answer will not be traced back to you, and your details will not be passed on to anyone. A friend or a member of your family is welcome to answer the question if you are unable to. Service providers are encouraged to make the FFT accessible to all patients. This means they should be able to help patients that may need assistance, such as people with disabilities, literacy issues or mental health problems.

HOW WILL THE RESULTS BE USED?

Service providers will gather the results and analyse them rapidly to see if any action is required. The responses to the FFT question will be used to create an overall score, which will be published on this website. The comments, however, are retained by the service, to pass on to staff and managers.

Service providers are also encouraged to inform patients about comments and suggestions made and include the actions they are planning to take in response.

DOES THIS REPLACE THE NHS COMPLAINTS PROCEDURES OR OTHER FORMS OF FEEDBACK?

No, this will not replace the current NHS complaints procedure or other forms of feedback. Hospitals and other service providers will continue to use their own ways of gathering feedback in addition to the NHS FFT

The information you supply us will be used lawfully, in accordance with the GDPR (GENERAL DATA PROTECTION REGULATION) of May 2018. the GDPR (GENERAL DATA PROTECTION REGULATION) of May 2018 gives you the right to know what information is held about you and sets out the rules to make sure that this information is handled properly.

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FRIENDS AND FAMILY TEST

We would like you to think about your recent experience of the service. How likely you to recommend our GP practice if they are needed similar care or treatment?

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely Unlikely	Don't Know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
					?

Thinking about your response to this question, what is the main reason why you feel this way?

A Little about you:

Are you?		
Male		<input type="checkbox"/>
Female		<input type="checkbox"/>

What age are you?	
<input type="checkbox"/> 0-15	<input type="checkbox"/> 55-64
<input type="checkbox"/> 16-24	<input type="checkbox"/> 65-74
<input type="checkbox"/> 25-34	<input type="checkbox"/> 75-84
<input type="checkbox"/> 35-44	<input type="checkbox"/> 84+
<input type="checkbox"/> 45-54	

Do you consider yourself to have a disability?
<input type="checkbox"/> Yes <input type="checkbox"/> No
Details:

White

- British
- Irish
- Other White Background

Black or Black British

- Caribbean
- African
- Other Black Background

Are you?

- The Patient
- The Patient Or Carer
- The Patient and Parent/Carer

Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Other Asian Background

Other

- Anything else
- I Would Rather Not Say

Mixed

- White And Black Caribbean
- White And Black African
- White And Asian
- Other Mixed Background

Thank you for completing the card and providing us with feedback to improve our services. If you DO NOT wish your anonymous comments to be shared then please tick here:

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