

The NHS Friends and Family Test

NHS Midlands and East want you to have the best possible experience of care. The NHS Friends and Family Test is a way of gathering your feedback, so we can continually review our service.

It is based on one simple question:

"How likely are you to recommend our service to friends and family if they need similar care or treatment?"

Your feedback will help us learn more about what you think of your experience, what you like and what you think we could improve. Ultimately, you're helping us to make changes that will ensure we can offer the best possible care.

If you prefer to give your comments anonymously, then please do so. If you do leave your contact details then we might get in touch, talk to you about your feedback so we can better understand your views.

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We would like you to think about your recent experience of our service.

"How likely are you to recommend our service to friends and family if they need similar care or treatment?"

Please circle the appropriate statement below.

Extremely likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't know
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Please tell us the main reason for selecting your statement.

Name (optional) _____

Contact Details (optional) _____

Are you a carer completing this on behalf of a patient: YES / NO

For further information on
The Friends and Family Test, please visit
www.england.nhs.uk