



# Friends and Family Test



The Friends and Family Test (FFT) is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience. Listening to the views of patients and staff helps identify what is working well, what can be improved and how. We really appreciate your feedback.

Q1: Overall, how was your experience of our service?

- Very Good
- Good
- Neither good nor poor
- Poor
- Very Poor

Q4: Which hospital site did you visit?

- University Hospital of North Durham
- Darlington Memorial Hospital
- Chester – le – Street
- Bishop Auckland Hospital
- Richardson Community Hospital
- Weardale Hospital
- Shotley Bridge
- Other community care not listed

Q7: My age is:

- Under 16
- 16 – 24
- 25 – 34
- 35 – 44
- 45 – 54
- 55 – 64
- 64 – 75
- Over 75

Q9: Do you have a disability?

- Yes
- No
- Prefer not to say

Q2: Thinking about your recent visit, what went well?

Q3: Thinking about your recent visit, what could we improve on?

Q5: Which ward/department did you visit?

Q6: Have you stayed on any other ward during your stay? Please detail below.

Q8: My gender is

- Male
- Female
- Prefer not to say
- Prefer to self-describe

Q10: What is your ethnic group?

- White
- Black/African/Caribbean
- Black British
- Mixed/Multiple ethnic groups
- Asian/Asian British
- Other Ethnic Group
- Prefer not to say