



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

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

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

Q5: My age is:

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

Q7: Do you have a disability?

- Yes
- No
- Prefer not to say

Q6: My gender is

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

Q8: 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