

The Friends and Family Test

A guide for patients



Happier | Healthier | Hopeful

The Cumbria Partnership NHS Foundation Trust (CPFT) wants to ensure that you have the best possible experience of care. The Friends and Family Test (FFT) is a way of gathering your feedback about this experience and using it to improve the services we provide.

Whatever service you use, you will have the opportunity to give your feedback by answering a simple question about your experience.

How does FFT help?

Knowing what patients think of our services means that:

We can quickly see what we need to do to improve the services

We can share good working practice across the Trust

For you, the results provide an easy way to compare NHS services so that you know where you and your family can get the best possible care.

How will it work?

When you are discharged from a ward, or after using any service provided by the Trust, you will be asked:

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

You will be invited to respond to the question by choosing one of six options, ranging from ‘extremely likely’ to ‘extremely unlikely’.

It is really important that you tell us **why** you gave your answer. Please answer any follow-up questions or leave a comment about your experience. Tell us why you would or would not recommend us to your friends and family.

How do I answer?

A member of staff will ask you to complete a questionnaire which includes the FFT. You can complete the questionnaire on:

- electronic tablet
- paper questionnaire
- self-addressed postcard
- links from Trust website



Confidentiality

When answering the Friends and Family Test and leaving any feedback about CPFT services you do not have to leave your name or contact details. So anything you say, positive or negative, can be totally anonymous and will be anonymously shared (including online) to help others get great care.

Where will the results be published?

When the feedback has been analysed it will be anonymously published in the following ways:

CPFT website www.cumbriapartnership.nhs.uk

I Want Great Care website www.iwantgreatcare.org

Reports for Trust staff

Digital screening in Trust premises

Shared with the Cumbria Clinical Commissioning Group (CCG)

Does this replace the existing compliments or complaints procedure, or other forms of feedback used by CPFT?

No, you can still pass your compliments or complaints to your service in the normal ways. CPFT will continue to use existing ways of gathering feedback, in addition to the Friends and Family test question. If you have an urgent concern, please tell a member of staff straight away or contact the Patient Experience Team, details below.

Where can I find out more about the Friends and Family Test?

There is more about the FFT on the NHS website www.nhs.uk/friendsandfamily. To find out how the FFT will be carried out in the services provided by CPFT that you may access, please contact the Patient Information Team (PET).

Write to:
The Patient Experience Team
Cumbria Partnership NHS Foundation
Trust
The Coppice, Carleton Clinic
Cumwhinton Drive
Carlisle CA1 3SX

Telephone: 01228 602128
Freephone: 0800 633 55 47
Email: pet@cumbria.nhs.uk
Text: 07827 312 699

Confidentiality

‘The Trust’s vision is to keep your information safe in our hands.’

We promise to use your information fairly and legally, and in-line with local and national policies. You have a right to understand how your information is used and you can request a copy of the information we hold about you at any time.

For further information contact the Information Governance Team on 01228 608998 or email Information.Governance@cumbria.nhs.uk

Feedback

We appreciate and encourage feedback, which helps us to improve our services. If you have any comments, compliments or complaints to make about your care, please contact the Patient Experience Team.

Email: PET@cumbria.nhs.uk Tel: 01228 602128 Freephone: 0800 633 5547

If you would like this factsheet in another language or format, for example Braille, large print or audio, please call:

01228 603890

E:communications.helpdesk@cumbria.nhs.uk

Or write to Engagement and Communications
Voreda House | Portland Place | Penrith | CA11 7QQ



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