



The NHS Friends and Family Test



Easy read booklet

What is the Friends and Family Test?



We want to make sure you get the best experience.

The Friends and Family Test helps people that use our service and their families to be heard.

The Friends and Family Test is a way for us to listen to the



- People that use our service
- Friends and family
- Carers.

It helps us to make our services better



We will ask you to

Think about the service we give you.
How was your experience of our service?

What was good?

What could we do better?



Why you should give us feedback



Your feedback gives us helpful information on what you, your family and carers think about our services.



We will use what you tell us to make changes.



The Friends and Family Test means we are able to find the things across services that need to be made better.



It also means we are able to find areas to celebrate and work on what is going well.

How we collect feedback



We collect patient feedback in a lot of ways.

These are



- **On paper** - you can find Friends and Family Test cards in the reception of all of our buildings.
- **Talking** - Ask a staff member for the Friends and Family Test card.



- **Text messaging** - If you use our mental health services you will get a text from the NHS foundation asking the Friends and Family Test question.



- **Electronic survey**- you can answer the Friends and Family on an iPad or tablet.

What we do with the feedback



Our services will look at your feedback to find areas that need to be better.

We will make posters that say what we did because of your feedback



We will read what you tell us and use this to look for ways to improve and work on bigger projects.



We will share Friends and Family Test results with staff to us so we can all review the feedback.



The results will also be on NHS Choices, Care Opinion, NHS England and NHS Improvement websites

How else you can give feedback



If you want to speak to someone about the treatment you or someone else had then you can

Contact customer services on

0800 587 2108



Or email

customerservices@swyt.nhs.uk



The community working with our Trust is very important to us.

You could become a member, volunteer or work with our charity.

More information on how you can be part of the Trust is on our website.



Got a question?



If you have a question about the Friends and Family Test information you can

Call us

01924 316 178

Or send an email

friendsandfamily.test@swyt.nhs.uk



