

What do we do with feedback?

Your feedback will be reviewed by services to identify areas that require improvement or areas of good practice that can be shared across the Trust.

Services will display 'You said, we did' posters to tell you what has been done as a result of your feedback.

The Friends and Family Test is reviewed alongside other forms of feedback to identify trends and themes in order to identify larger quality improvement projects. Our Friends and Family Test results are shared across the Trust, from frontline staff to our Board for them to review the feedback and take action as a result.

In addition, the results will appear on NHS Choices, Care Opinion, NHS England and NHS Improvement websites.



Got a question?

If you have a question about the Trust's Friends and Family Test information,

call 01924 316 178

or email
friendsandfamily.test@swyt.nhs.uk

If you require a copy of this information in any other format or language please contact your healthcare worker at the Trust.

إذا كنت تحتاج إلى نسخة من هذه المعلومات بأي صيغة أو لغة أخرى،
فيرجى الاتصال بأخصائي الرعاية الصحية الخاص بك في أمانة
الصحة الوطنية (Arabic)

Pokud požadujete kopii těchto informací v jakémkoli jiném formátu nebo jazyce, kontaktujte svého zdravotnického pracovníka z Trust. (Czech)

چنانچه اگر شما به یک نسخه از این اطلاعات در هر قالب یا زبان
دیگری نیاز دارید، لطفاً با کارمند مراقب بهداشت خود در بنیاد
(Trust) تماس بگیرید. (Farsi)

Si vous avez besoin d'une copie de ces informations dans un autre format ou dans une autre langue, veuillez contacter votre professionnel de santé au service national des soins médicaux (NHS). (French)

Ja jums ir nepieciešama šīs informācijas kopija jebkādā citā formātā vai valodā, lūdzu, sazinieties ar savu Trasta veselības aprūpes darbinieku. (Latvian)

如果您需要以任何其他格式或语言版本获取此信息，请与您的国民健康服务医疗保健工作者联系。(Mandarin)

Jeśli potrzebuje Pan(i) kopii tych informacji w innym formacie lub języku, prosimy o kontakt z pracownikiem służby zdrowia. (Polish)

ਜੇ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਫਾਰਮੈਟ ਜਾਂ ਭਾਸ਼ਾ ਵਿਚ ਇਸ ਜਾਣਕਾਰੀ ਦੀ ਇਕ ਕਾਪੀ ਦੀ ਜ਼ਰੂਰਤ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਟਰਸਟ ਵਿਚ ਆਪਣੇ ਸਿਹਤ ਸੰਭਾਲ ਕਰਮਚਾਰੀ ਨਾਲ ਸੰਪਰਕ ਕਰੋ. (Punjabi)

اگر آپ کو ان معلومات کی ایک نقل کسی اور شکل یا زبان میں
چاہیے تو برائے مہربانی ٹرسٹ پر اپنے ہیلتھ کیئر ورکر سے
رابطہ کریں۔ (Urdu)

NHS

**South West
Yorkshire Partnership**
NHS Foundation Trust

The NHS Friends and Family Test

#allofusimprove
and be outstanding



With **all of us** in mind.

What is the Friends and Family Test?

As a Trust we want to ensure that you receive the best possible experience. The Friends and Family Test is a way for us to gather feedback from service users, friends, family and carers about their experience of our services. The Friends and Family Test enables service users and their families to be heard and help improve services.

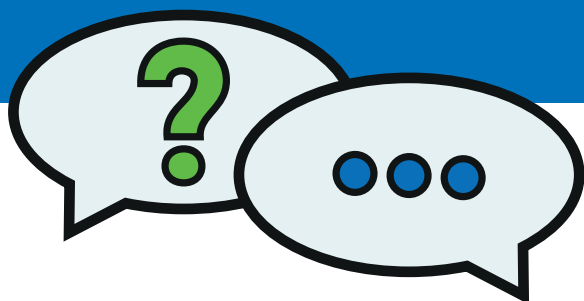
During your contact with the Trust you will be able to give feedback about your experience.

You will be asked:

Thinking about the service we provide. Overall, how was your experience of our service?

What was good?

What could have been better?



Why should you give us feedback?

Your feedback will give us invaluable information on what our service users, their friends, family and carers think of our services, which can then be used to help us make changes where required. Used alongside other sources of patient feedback, the Friends and Family Test enables the Trust to highlight issues across services that require improvement, as well as identify areas to celebrate and build on what is working well.

How do we collect feedback?

There are a number of ways that the Trust collects patient feedback. These include:

- **Paper** – Friends and Family Test cards and feedback boxes are available in the reception areas of all of our buildings. Please ask a member of staff if you are unable to locate a paper copy of the Friends and Family Test card.
- **Text messaging** – If you use our community mental health services you will receive a text from South West Yorkshire Partnership NHS Foundation Trust asking the Friends and Family

Test question which you can reply to. *You will not be charged for receiving or responding to these text messages.*

- **Electronic surveys** – We also use devices such as electronic tablets and iPads across the Trust. Usually the Friends and Family Test questions will be included in a longer survey so that we can also collect your views on other areas. This may include activities, feeling safe, or being treated with dignity and respect.

How else can you provide feedback?

If you wish to speak to someone regarding the care and treatment that you or someone else received from the Trust please speak to a member of staff or

**contact customer services on
0800 587 2108**

**or email
customerservices@swyt.nhs.uk**

Involving the local community with our Trust is a big priority for us. You could become a member, volunteer with us or get involved with our charity. Further information on how you can become involved with the Trust can be found on the Trust website,
www.southwestyorkshire.nhs.uk