**FRIENDS AND FAMILY REPORT 18-19**

***What is the Friends and Family Test (FFT)?***

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.

It asks people if they would recommend the services they have used and offers a range of responses. When combined with supplementary follow-up questions, the FFT provides a mechanism to highlight both good and poor patient experience. This kind of feedback is vital in transforming NHS services and supporting patient choice.

***Friends and Family Test 2018-19***

Thank you to all of our patients who completed the Friends and Family Test during 2018 – 19. This is a valuable tool in gauging our Practice performance and your satisfaction with our services.

We are pleased to report that 49% of our patients were ‘extremely likely’ to recommend us to their friends and family. This rose to 88% for both ‘extremely likely’ and ‘likely’ to recommend.

5% of our patients chose to comment ‘neither’ and 4% of our patients were ‘unlikely’ to recommend us.

This represents a 2% increase from the previous year in patients extremely likely to recommend us and also a 1% increase for both ‘extremely likely’ and ‘likely’ to recommend the practice.

The practice will continue to strive to improve our services and are pleased the patients seem to be overall very happy with the service we provide. Results of the 17/18 survey are below in appendix 1.

**Appendix 1**

***“Friends and Family Test 2017-18***

Thank you to all of our patients who completed the Friends and Family Test during 2017 – 18. This is a valuable tool in gauging our Practice performance and your satisfaction with our services.

We are pleased to report that 47% of our patients were “extremely likely” to recommend us to their friends and family. This rose to 87% for both “extremely likely” and “likely” to recommend.

10% of our patients chose to comment ‘neither’ and 3% of our patients were ‘unlikely’ or ‘extremely unlikely’ to recommend us.

”