



THE FRIENDS & FAMILY TEST

The Friends & Family Test (FFT) is based on the idea that patients have a right to participate in giving feedback to the Health Directorate and SHG.

Good patient experience is associated with improved patient outcomes. Different studies have shown consistent positive associations between patient experience, patient safety and clinical effectiveness.

By ensuring that patients are able to give feedback as standard, the Health Directorate will be able to continuously improve the service it offers; reinforcing high standards of care, and improving care where improvement is needed.

The approach is to be as flexible and inclusive as possible, while enabling patients to have the opportunity to provide feedback on the services they are receiving.

The Health Directorate should:

- *Ensure that all patients are given a voice regardless of their needs*
- *Ensure staff providing care receives feedback as soon as possible*
- *Have mechanisms in place to ensure that action plans are developed and monitored as a result of feedback*
- *Provide visible evidence in public places to demonstrate what actions have taken place as a result of feedback*
- *Use feedback from the FFT alongside other measures of quality*
- *Support staff to promote the FFT to patients to get their feedback*

Patients:

- *Have the right to provide feedback at any point during their care and treatment*
- *Can see visible evidence in public places to demonstrate what actions have been taken as a result of feedback*
- *Can ask the health directorate to explain what improvements have been made as a result of feedback if this information is not transparent*

What is the Friends & Family Test?

The FFT question asks if people would recommend the services they have used and offers a range of responses. When combined with supplementary follow-up questions, the FFT question provides a mechanism to highlight both good and poor patient experience.

The free text comments are a rich source of information, which provide staff with a greater depth of understanding about the experience of their patients. This can help us to understand areas of strength and weakness and drive improvements in patient care.

Who should have the opportunity to provide feedback?

The FFT should be available to all patients who are admitted as an inpatient to the ward for any length of stay.

When should the patients provide feedback?

Patients should have the opportunity to provide their feedback via the FFT on their day of discharge, before they leave the hospital.

What if a patient is unable to complete the FFT on their own?

A relative or member of staff can help them to complete the FFT