

Friends and Family Test

We want your feedback



The NHS wants to make sure that **all patients** receive good care and treatment.



The Friends and Family Test asks you to **tell us** about the care you received in hospital.

Your feedback can be **good or bad**.

It is **your choice** if you would like to give feedback or not.

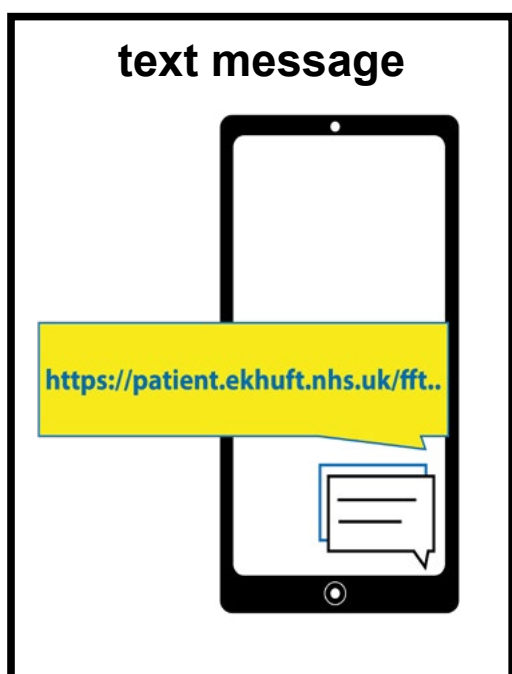
Easy Read





Your feedback is **private**.

You do not give your name.



After your hospital appointment or stay in hospital you will be sent a **text message**.

If you want to give feedback, click on the **web address** and answer the questions.

- 😄 Very good
- 😊 Good
- 😐 Neither good nor poor
- 😞 Poor
- 😡 Very poor
- ? Don't know

Can you tell us why you gave your answer?

 Please tick this box
 Please tick this box

Submit this form



You will see this **web page**.

Answer the questions on the page.

Click Submit this form



Your good or bad feedback matters to us.

It will help us make things better.



If you would like to know more about the Friends and Family Test go to:

www.ekhufn.nhs.uk/fft/

or

www.nhs.uk/using-the-nhs/about-the-nhs/friends-and-family-test-fft/

ask a question



If you have any questions **speak to a member of hospital staff**

or

email Edel Ewart edel.ewart@nhs.net

Do you have any questions you would like to ask your doctor or nurse? If so, you can write them here.





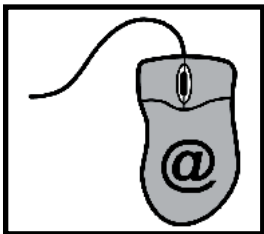
Our Patient Advice and Liaison Service (PALS) can help you.

You can ask a question or tell them if you are unhappy about something.

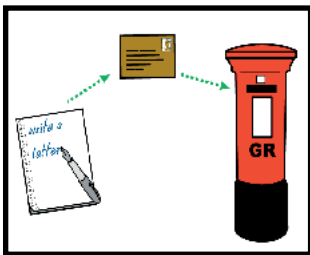
- **Phone:** 01227 78 31 45

The team can phone you back.

- **Email:** ekh-tr.pals@nhs.net



- **Post:** Patient Advice and Liaison Service (PALS), Trust Offices
Kent and Canterbury Hospital
Ethlebert Road, Canterbury
CT1 3NG



Our information is made with help from people with a communication need



Easy Read Group

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