

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.

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.

Text only



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.ekhft.nhs.uk/fft

or

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

If you have any questions speak to a member of hospital staff. Or contact the Patient Voice and Involvement Team on 01227 868605 or email ekhft.patientvoice@nhs.net

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 783145 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

Created together with people with a communication need, the experts by experience