

# **THE HERON PRACTICE**

## **FRIEND AND FAMILY TEST (FFT)**

The NHS Standard Contract requires that providers of NHS-funded services undertake the Friend and Family Test (FFT). The FFT offers patients of NHS-funded services the opportunity to provide feedback about the care and treatment they have received.

We have therefore been asking patients how likely they would be to recommend the service they have received from us to their friends and family.

The results of the feedback are collated and reported to NHS England on a monthly basis.

|                                                 |            |
|-------------------------------------------------|------------|
| <b>Total number of responses for April 2016</b> | <b>321</b> |
| <b>Extremely likely to recommend</b>            | <b>225</b> |
| <b>Likely to recommend</b>                      | <b>67</b>  |
| <b>Neither likely nor unlikely to recommend</b> | <b>14</b>  |
| <b>Unlikely to recommend</b>                    | <b>4</b>   |
| <b>Extremely unlikely to recommend</b>          | <b>9</b>   |
| <b>Don't know</b>                               | <b>2</b>   |

If you would like further information about the FFT or if you would like to discuss the results please contact Mandy Lawrence, our Practice Manager.

We would like to take this opportunity to thank those patients who have taken the time to complete a feedback form.

**Drs Krishnamurthy, Sanders, Sher, Biggs & Ojha**