Do I have to respond to the question?

It is up to you whether you answer the question or not. If you do, your feedback will help the ward or service make sure that people using services have the best possible care.

How will the results be used?

Each month our wards and community teams will review the results locally and make changes where needed.

Where will the results be published?

Individual wards and teams will regularly display their results on posters, along with examples of any actions taken.

We will regularly publish our results on the AWP website www.awp.nhs.uk and in our quality accounts.

All mental health trust results are now published nationally. They are available on: http://www.england.nhs.uk/ourwork/pe/fft/friends-and-family-test-data/

You will be able to see results for other mental health trusts and how they compare.

Does this replace existing ways of giving feedback or making complaints?

Some wards and services have local surveys. You can still pass on your compliments or complaints to your ward or service in the usual way. If you have an urgent concern, please tell a member of staff straight away.

To make a comment or suggestion, raise a concern or make a complaint, please contact the Trust’s Patient Advice and Liaison Service (PALS).

Telephone: 01249 468261
Freephone: 0800 073 1778
Email: awp.pals@nhs.net

Where can I get more information?

Contact: 01249 468243
or e-mail: awp.surveyadmin@nhs.net

This information can be made available in other formats (for example, Braille) or languages on request by calling the PALS number.

Lead: Patient Experience Manager
Leaflet code: AWP2013-226
Last review: May 2015
Next review: May 2016
What is the Friends and Family Test?

The NHS wants to make sure you have the best possible experience of care.

The Friends and Family Test is a way of getting feedback about your experience to improve mental health services.

When you receive mental health care as an inpatient or in the community, you will be offered the opportunity to give your feedback.

Your response will provide us with valuable information about your recent experience of care. Your comments will help us to identify where care is good and meets people’s expectations, and where we may need to make improvements.

How do I give my answer?

Staff will ask you how you would like to give your feedback:

- Smartphone/tablet - see QR code
- Email (free) Please complete a consent form
- Trust iPad - where available
- Kiosk - where available
- Paper copy of survey - with prepaid reply envelope
- Telephone call - with a volunteer or member of staff who does not provide your clinical care
- Online – ward or community survey

How likely are you to recommend our ward to friends and family if they needed similar care or treatment?

How likely are you to recommend our service to friends and family if they needed similar care or treatment?

You will be invited to answer the question by choosing one of six options from ‘extremely likely’ to ‘extremely unlikely.’ You will then be asked to tell us the main reason for your answer.

This survey is anonymous and you will not be asked for your name. So please tell us exactly what you think, whether positive or negative.

Helping everyone take part

A friend or family member, or a member of staff or volunteer not involved in your care, can support you to complete the survey. A carer can give a response if the service user does not have the capacity to respond.

A British Sign Language (BSL) video is on the AWP website: [link](http://www.awp.nhs.uk/about-us/how-we-are-doing/surveys/friends-family/)

There are easy read versions available, including a paper version for BSL users. Ask a member of staff.