

## Patient Feedback Request



Please tell us what you think about the care or treatment you have received from us using **this form**.

This form has been developed based on NHS national guidance to help GP Practices improve patient experience. Referred to as the Friends and Family Test (FFT), it is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience. Listening to the views of patients and staff helps identify what is working well, what can be improved and how. FFT feedback is regularly reviewed by the Practice team

1. Thinking about your most recent visit to our Practice, overall, how was your experience?
  - Very good
  - Good
  - Neither good nor poor
  - Poor
  - Very poor
  - Don't know
2. Please can you tell us why you gave your answer, including letting us know about anything we could have done better.

3. Please consider providing us with your contact details, so that we may contact you to follow up on your feedback if necessary. Doing so is entirely optional but will ensure that we are able to contact you to discuss your experience if you wish.

Please return to Reception when complete.

*Thank you - The West Moors Village Surgery*