



# How was work today?

## The NHS Friends and Family Test for staff

A short guide

## Tell us what you think and how we can improve. Why am I being asked for feedback?

All staff should have the opportunity to feedback their views on their organisation at least once per year.

We hope that your feedback will help to promote a cultural shift across the NHS, where staff have further opportunity and confidence to speak up, and where the views of staff are increasingly heard and are acted upon. Some fantastic improvements have already been seen through patient feedback tools, from organisations simply listening to, and acting on, that feedback. We hope that this will be strengthened by providing further opportunities for staff to feedback.



## What does it involve?

You will have the opportunity to answer the following two questions about your organisation:

- **How likely are you to recommend “your trust” to friends and family if they needed care or treatment?**
- **How likely are you to recommend “your trust” to friends and family as a place to work?**

Extremely likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't know
------------------	--------	----------------------------	----------	--------------------	------------

Each question will have a comments box for you to provide more information so we can understand why you chose your particular answer. This is optional, but it does mean we learn a little more about what we are doing well and where we can look to make improvements.

## What is the difference between this and the annual NHS staff survey?

This feedback is different from the annual NHS staff survey; it is designed to complement the survey and give a more up-to-date picture of staff experience.

This is a quick method of feedback, which is easy for staff to complete and the results are available much quicker than the staff survey. It allows us to respond swiftly and act on the results within a short period of time.

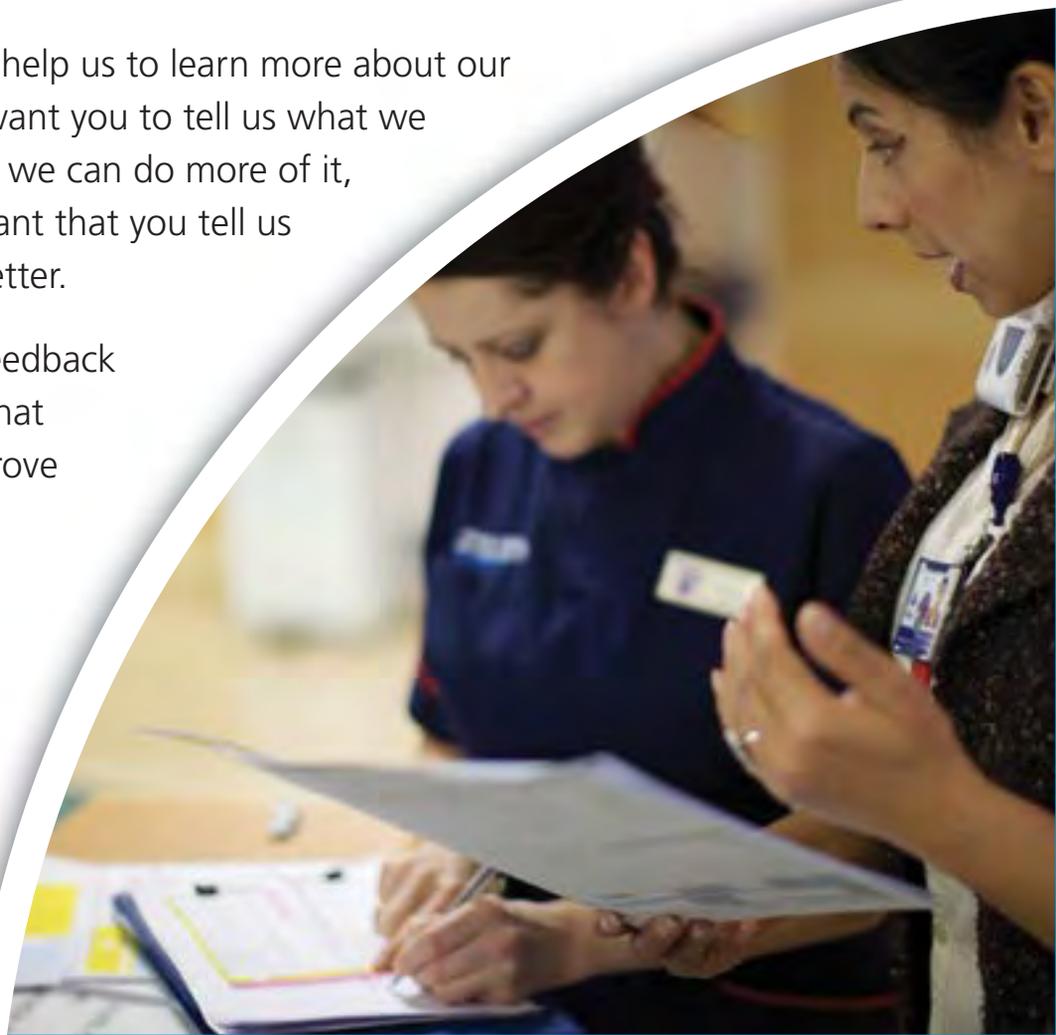
## Do I have to provide my feedback?

You do not have to provide your feedback. But if you do, your feedback will provide valuable information that will enable us to make improvements in service delivery.

## How will the results be used?

Your feedback will help us to learn more about our organisation. We want you to tell us what we are doing well – so we can do more of it, but it's also important that you tell us what we can do better.

We will use your feedback to make changes that will help us to improve your place of work and offer a continually improving standard of care for patients.



## Will the results be published?

The results will be published quarterly on the NHS England website. This is part of the NHS commitment to be open and transparent and give patients in-depth information about health services.

We will publish our local results too, so you can access up to date information about your organisation.

## The Friends and Family Test

We call this feedback the Friends and Family Test because we ask staff how likely they would be to recommend their organisation as a place of work, and to receive care, to their friends and family.

It is not a test for staff, but a test for health care providers to see how their services are performing, through the eyes of those who are working in them.

If you would like to learn more about the NHS Staff Friends and Family Test please visit [www.england.nhs.uk/staff-fft](http://www.england.nhs.uk/staff-fft) or email [england.staff.friendsandfamilytest@nhs.net](mailto:england.staff.friendsandfamilytest@nhs.net)