

## The NHS Friends and Family Test

We would like you to think about your experience of our service today. By filling in this card you can help us to improve the services we offer and the way that we work to ensure you, our patient, experience the very best care at each and every visit to the practice. **So how are we doing?**

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



Extremely  
Likely



Likely



Neither  
likely or



Unlikely



Extremely  
unlikely



Don't Know

Tell us what you think in just **one** word:

Alternatively use the back of this card to write a comment.

Are you male or female? \_\_\_\_\_

How old are you? \_\_\_\_\_

Date \_\_\_ / \_\_\_ / \_\_\_

Did you see the doctor/nurse/other? \_\_\_\_\_

What is your ethnic group? \_\_\_\_\_

**Please drop your completed card into the Friends and Family Test box. Thank you.**

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

If you'd prefer to give a comment then please do so. Your comment can be anonymous but, if you do leave your contact details then we might get in touch, to talk to you about your feedback, so we can better understand your views.

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Name (optional) .....

Contact Details (optional) .....

**Did you know?** We have a patient group that meets regularly at the Café Bar in the Severn Centre, Highley?  **Yes**  **No**.  
Would you be interested in further information about our patient group?  **Yes**  **No** .

**Please drop your completed card into the Friends and Family Test box. Thank you.**

**For further information on the NHS Friends and Family Test, please visit [www.england.nhs.uk](http://www.england.nhs.uk)**