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আপনার অনুবাদ পরিষেবা বা অন্য ভাষায় এই ডকুমেন্টের একটি কপি, অডিও টেপ, অক্ষর বৃদ্ধির লিখনাদির প্রণালী বা বড় আকারের মুদ্রণ প্রয়োজন হলে, অনুগ্রহ করে CWP কর্মীর একজন সদস্যের সাথে কথা বলুন বা cwp.info@nhs.net এ ইমেল করুন

Os oes angen gwasanaethau cyfieithu neu gopi o'r ddogfen hon arnoch mewn ieithoedd eraill, tãp awdio, Braille, neu brint brasach, siaradwch ag aelod o staff CWP neu e-bostiwrch cwp.info@nhs.net

જો તમને ભાષાંતર સેવાઓની જરૂર હોય અથવા અન્ય ભાષાઓ, ઑડિયો ટેપ, ઊંચલ અથવા મોટા અક્ષરોમાં આ દસ્તાવેજની નકલ જોઈતી હોય તો કૃપા કરીને CWP સ્ટાફના સભ્ય સાથે વાત કરો અથવા cwp.info@nhs.net પર ઇ-મેલ કરો

Jeśli wymagane jest tłumaczenie, lub kopia niniejszego dokumentu w innym języku, na kasecie audio, alfabetem Braille'a lub druk większą czcionką, prosimy o skontaktowanie się z członkiem personelu CWP (Organizacja partnerska krajowego systemu zdrowia regionów Cheshire i Wirral) lub przez pocztę elektroniczną: cwp.info@nhs.net

如果您需要翻译服务或者需要该文件的其它版本，录音磁带，盲文或大字体，请和CWP的一位员工提出，[或者发电邮至cwp.info@nhs.net](mailto:cwp.info@nhs.net)

यदि आपको अनुवाद सेवाएँ, या इस दस्तावेज़ की प्रति किसी अन्य भाषा, ऑडियो टेप, ब्रैल या बड़े अक्षरों में चाहिए, तो कृपया CPW स्टाफ के सदस्य से बात करें या cwp.info@nhs.net पर ईमेल करें

Where will the results be published?

The results will be published on the NHS Choices website (www.nhs.uk).

CWP will publish the results in our annual report and quality accounts.

How will the results be used?

We will gather the results and analyse them to see if any action is required.

The results will be published on the NHS Choices website where you will be able to see results from other community and Mental Health NHS Trusts, to see how they compare.

The information in the leaflet was valid at the date of production February 2020 and is due for review in February 2022
G-FFT-20-634



The Friends and Family Test

Helping people to be
the best they can be

What is the Friends and Family Test?

Cheshire and Wirral Partnership NHS Foundation Trust (CWP) want to ensure that you have the best possible experience of care.

The Friends and Family Test is a way of gathering your feedback about this experience, helping us work towards continuous improvement in safe and effective services.

When you receive care as an inpatient or in a community setting, you will be given the opportunity to give your feedback by answering a simple question about your experience.

The results will provide a way for you to easily compare NHS hospitals so that you know where you and your family can get the best possible care.

The information will also give the NHS invaluable information on what patients think of services, which can be used to help make improvements if required.



During your care review, when you are discharged or transferred, you will be asked to answer the following question:

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

You will be invited to respond to the question by choosing one of six options, ranging from ‘extremely likely’ to ‘extremely unlikely’.

It is really important to us that you tell us why you gave your answer, so please answer any follow-up questions.

You may be asked to answer the question using a paper questionnaire, a handheld device or by text message.

Your answer will not be traced back to you, and your details will not be passed on to anyone, so please tell us exactly what you think. A member of your family or a friend is welcome to help you give your feedback to the question if you are unable to.

Do you have to respond to the question?

You do not have to respond to the question but, if you do, your feedback will provide valuable information for CWP, to help ensure patients have the best possible experience of care.

We are very keen to hear from you so we know what you think of the care or treatment you have received – whether your feedback is positive, negative or indifferent.