

How will the results of your feedback be used?

Cambridgeshire and Peterborough NHS Foundation Trust will review all responses on a regular basis and will use your feedback as part of our ongoing commitment to improve patient care.

Where will the results be published?

The Patient Friends and Family Test responses are available on the NHS Choices website: www.nhs.uk

Cambridgeshire and Peterborough NHS Foundation Trust also publishes the Patient Friends and Family Test responses on our website: www.cpft.nhs.uk

The results are also published in our annual report and quality accounts.

Where can I get more information?

Please ask a member of staff if you have any questions about how to complete the survey.

Does this replace the existing complaints procedure?

No this does not replace the current complaints procedure. If you have any concerns or queries about your care, or wish to register a compliment about the service you have received, please contact our Patient Advice and Liaison Service:

T Freephone 0800 376 0775
E pals@cpft.nhs.uk

Patient Advice and Liaison Service

For information about CPFT services or to raise an issue, contact the Patient Advice and Liaison Service (PALS) on Freephone 0800 376 0775, or e-mail pals@cpft.nhs.uk

Out-of-hours service for CPFT mental health service users

Contact Lifeline on **0808 808 2121**
7pm-11pm
365 days a year

If you require this information in another format such as braille, large print or another language, please let us know.

*Leaflet updated July 2017
Leaflet review date: July 2018*

HQ information

HQ Elizabeth House, Fulbourn Hospital,
Cambridge CB21 5EF.
T 01223 219400 F 01480 398501

www.cpft.nhs.uk

Patient Friends and Family Test

A short guide for service users, relatives
and carers



Pride in our care

What is the Patient Friends and Family Test?

The NHS Patient Friends and Family Test is a nationally set question.

The question is:

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

The question gives you the opportunity to feedback on the care and treatment you are receiving from Cambridgeshire and Peterborough NHS Foundation Trust.

Your answer is really important to us, but we would also like to ask you further questions about your care as part of our Trust Patient Experience Survey.

The questions will only take a few minutes to answer.

Why are we doing this survey?

Your views help to shape the services provided by Cambridgeshire and Peterborough NHS Foundation Trust.

We want to know what we are doing well, where we need to make improvements and what we need to change.

That's why it is so important that we find out what you think.

Do I have to complete the survey?

It is up to you whether you answer the questions. Either way, it will not affect the service you receive.

Your feedback will help teams to make sure that Cambridgeshire and Peterborough NHS Foundation Trust provides the best possible care.

Is the survey anonymous?

All responses are totally anonymous and we cannot identify you from your comments.

You can be totally honest without worrying that your care will be affected.

How do I give my views?

A member of staff will ask you to either complete a survey using:

- iPad
- Paper copy of the survey
- QR code (ask for a card)
- Online

You can complete the survey online using this link: www.cpft.nhs.uk/help/friends-and-family-.htm

When will I be asked to give my views?

You could be asked at any stage of your care.

If you haven't been asked, and would like to provide us with your feedback, please ask a member of staff.

A friend or family member can help you complete the survey.

Comments sections

During the survey there is an opportunity to make comments about the standard of care you are receiving. The comments, like all the responses you give during the survey, will remain anonymous.

You will be asked to tick a box if you do not want your comments to be used in publications, reports or any other external communications produced by Cambridgeshire and Peterborough NHS Foundation Trust.



Cambridgeshire and Peterborough NHS Foundation Trust looks forward to receiving your feedback