Would you recommend our GP surgery?

The Friends and Family Test

From 1 November, if you visit our GP surgery you will be asked about whether or not you would recommend our surgery to your family and friends, if they need similar treatment or care.

Our GP surgery is one of 55 in Bedfordshire to trial the NHS Friends and Family Test as a quick and simple way of collecting patient feedback to improve services.

When you visit our GP surgery for care or treatment, you will be given the opportunity to give your feedback by answering a simple question about your experience:

“How likely are you to recommend our GP practice to friends and family if they need similar care or treatment?”

You will be asked to choose one of six options, ranging from 'extremely likely' to 'extremely unlikely'.

You will also be invited to tell us: **If we could change one thing about your care or treatment to improve your experience, what would it be?**

Your response is anonymous and you will be able to post the postcard in a ballot box in our GP practice reception on your way out of the surgery.

If you are unable to answer the question, a friend or family member is welcome to respond on your behalf.

The Friends and Family test results will be published on the Bedfordshire Clinical Commissioning Group website at [www.bedfordshireccg.nhs.uk](http://www.bedfordshireccg.nhs.uk)

The information will give our GP practice invaluable feedback on what you think of the care and treatment you have received, which along with existing ways of gathering feedback, will help us to make improvements and improve the experience for our patients.

The Friends and Family Test has already been successfully rolled out in hospitals across the country and is proving to be valuable in obtaining patient experiences. For more information on the Friends and Family Test, please visit [www.nhs.uk/friendsandfamily](http://www.nhs.uk/friendsandfamily)