

Press Release

20 January 2015

91% of patients would recommend Trust's services, survey shows

Latest results from an NHS survey has revealed that over 90% of patients and service users would be happy to recommend services provided by Worcestershire Health and Care NHS Trust to their friends and family.

The Friends and Family Test (FFT) was rolled out across Worcestershire Health and Care NHS Trust – the county's main provider of community and mental health services - on January 1st 2015 to allow patients to give quick, anonymised feedback on the quality of the care they receive.

First results show that 73% of the respondents are *extremely likely* to recommend a service while 18% said they were *likely* to. Some of the latest comments include:

- "Very quick, easy to talk through and explain. Saved me going to an A&E unit further away." - Minor Injury Unit
- "Friendly smiling staff. Doctors who listen. I am comfortable here and can speak to staff." - Hillcrest Ward, Adult Mental Health
- "A very wonderful, pleasant, happy team." - Malvern District Nursing
- "I rate this service very highly. The health visitors are all very warm, welcoming and offer a lot of support. Very valuable service, that provides support in a non-judgemental way." - Worcester Health visitors

The FFT, which is voluntary and anonymous, asks if people would recommend the services they access to their friends or family. Patients can give their feedback using a short paper survey after their appointment/admission, by returning a postcard, or online at www.surveymonkey.com/s/YOURFFT.

Sarah Dugan, Chief Executive at Worcestershire Health and Care NHS Trust, said:

"While it is still very early days for the Friends and Family Test, it is very promising that so many of our patients would recommend our services to their friends and family.

"We want to ensure that our patients have the best possible experience of care and so I would encourage them to make sure they take the Friends and Family Test and help us further improve the care we provide across our services."

The results will be published on the Health and Care Trust's website (www.hacw.nhs.uk/) every month and on NHS Choices. They will provide a way for patients to easily compare NHS services so that they know where they can get the best possible care. Patients will also be informed of what has been done to improve services as a result of their feedback.

The FFT does not replace the current NHS complaints procedure or other forms of feedback. Patients can continue to tell the Trust about their compliments, comments or complaints through its website or by contacting the Patient Relations Team on 01905 681517 or pals@hacw.nhs.uk.

For more information, please visit www.hacw.nhs.uk/friendsandfamily.

