



What is the Friends and Family Test (FFT)

The FFT asks our patients whether they would recommend the NHS service they have received to family and friends who need similar treatment or care. Everyone is offered the opportunity to complete the FFT questionnaire via text message after they have attended an appointment or at other points during their care pathway.

The FFT asks the following question, **‘How likely are you to recommend our service to friends and family if they needed similar care or treatment?’** The response options range from ‘extremely likely’ to ‘extremely unlikely’ with an opportunity to also provide further comments on the care received.

Feedback helps us to understand where we can make improvements to services, identify what matters most to people and to see where this is a good practice.

What we do with the feedback received

The FFT provides a valuable insight into the experience of those people using our service. We use this feedback to help shape improvements in the services we offer.

April to September 2024 Results

Heart Networks received 1247 patient responses, of which 97% patients responded that they recommend the service to Friends and Family.