

## Patient feedback – Draft recommendations V1

1. All providers of medical services, including Mental Health Trusts should implement the Family and Friends Test (FFT) as required by the government.
2. All FFT tests should include an 'open' supplementary question which invites comment.
3. All providers should actively promote and encourage patients to complete the test, both with posters and face to face.
4. All providers should display monthly statistical results of the FFT and a brief description of how any other comments or suggestions have been addressed.
5. Islington CCG should actively encourage and support providers in promoting and publicising results, and also in monitoring results and reporting them back to the HCSC.
6. Providers should offer a number of methods of collecting results of the test, including verbal response, written forms, hand-held devices and internet. Web sites should display a link to the feedback form prominently on the homepage.
7. CCG to work with the Council to develop a similar feedback model for public health services.

Chair.