

Ward Name

Your experience matters

Friends and Family Test

We provide patients with the opportunity to complete a feedback card which asks:

"How likely are you to recommend the ward to friends and family, if they need similar care or treatment?"

Here are the results for [MONTH] 2016



56

responses



26%

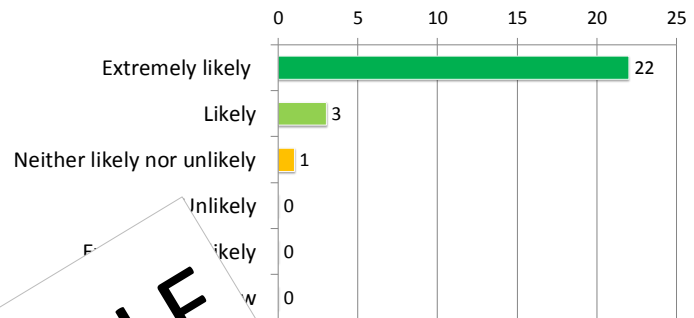
response rate



46%

would recommend

Number of people likely to recommend the ward



SAMPLE

What you told us...

Meals to be organised better; nobody likes cold

Kitchen refit

Food lovely. Staff kind. Staff friendly.

New flooring

All good.

New room for nursing procedures

Our improvements

Volunteers do activities with patients

Core Values

We take our Trust's **Core Values** very seriously.

[INSERT LOCALISED TEXT HERE]

If you have a query, comment or concern, speak to the **Nurse in Charge** in the first instance. You may also wish to contact **PALS (INSERT TEL. NO.)**, our Patient and Liaison Service.

You will be treated with **respect** and should never worry about repercussions of raising concerns - **we value your feedback.**

[INSERT TRUST STRAPLINE OR VALUES AS FOOTER]