

# The Friends and Family Test (FFT):



Royal Berkshire  
NHS Foundation Trust

Which hospital were you treated in? \_\_\_\_\_

Ward or Department name \_\_\_\_\_

Date of stay or appointment \_\_\_\_\_ Inpatient  Day Case  Outpatient

What is your gender? \_\_\_\_\_

What is your age? \_\_\_\_\_

What is your ethnic group? \_\_\_\_\_

Do you consider yourself disabled? YES  NO

**Thinking about your stay in or visit to hospital... please tick your score.**

5 = Strongly agree, 4 = Agree, 3 = Neither agree nor disagree, 2 = Disagree, 1 = Strongly disagree

**I was treated with kindness, dignity and respect.**

5  4  3  2  1

**I was listened to, well informed and involved in decisions about my care.**

5  4  3  2  1

**I had confidence and trust in the staff that treated me.**

5  4  3  2  1

**I was happy with the environment I was treated in.**

5  4  3  2  1

**If you had any additional needs, did we meet these for you?**

5  4  3  2  1  N/A

**I felt safe during my visit / stay at the hospital.**

5  4  3  2  1

**Overall, how was your experience of our service?**

Very good  Good  Neither good nor poor  Poor  Very poor  Don't know

**Can you tell us why you gave that response?**

March 2023

Please tick box if you **DO NOT** wish your comments to be made public

**Thank you for completing the survey. Please return to:**

**Freepost RLRJ-XCXE-XCZH**

**Patient Experience, L2 Main Entrance, Royal Berkshire Hospital,  
Craven Road, Reading RG1 5AN**

