Would you recommend this service to friends and family?

The NHS Friends and Family Test (FFT) was launched in April 2013 and was created to help service providers and commissioners understand whether their patients are happy with the service provided, or where improvements are needed. It is a quick and anonymous way for patients to give their views after receiving care or treatment across the NHS. The table below provides the set of results of SC&T Psychological Service’s (NELFT) FFT:

**Results of the Friends& Family Survey**

**January 2017 - December 2017**

How Likely is to Recommend our Service to Friends and Family?

- 83% Extremely Likely
- 17% Likely

The Sickle Cell and Thalassaemia Psychological Service started to formally use the ‘NHS Friends& Family Test’ tool in January 2017 once patients had completed a course of psychological input under the SC&T Psychological Service. Based on the results from January 2017 to December 2017 the service found that 83% is ‘Extremely Likely’ and 17% ‘Likely’ to recommend this service, which lets staff know that their efforts have been appreciated.

The questionnaire was anonymous and was given to clients on their discharge day from the SC&T psychological service. Not all patients returned the Questionnaire.