

NHS England : Example Easy Read Format (Community/mental health)



The NHS Friends and Family Test

Service Provider:

Would you want your friends and family to have this service if they needed it?



Yes



Maybe



No

Don't Know

Did the staff explain things well?



Yes



Maybe



No

Were Staff friendly and helpful to you?



Yes



Maybe



No

Did the staff listen to you?



Yes



Maybe



No



Did the staff listen to your carer or family?



Yes



Maybe



No

N/A



Were you given easy to understand information about the service?



Yes



Maybe



No



Did the staff explain what will happen next with your health care?



Yes



Maybe



No



What was good about the visit?



What would have made the visit better?

Thank You