

Opting Out

All patients are given the opportunity to answer the simple question and provide the hospital with their feedback. However, we do understand that some patients may not want to be contacted in this way, particularly if they have had a distressing experience. For this reason patients are given the opportunity to opt out. There are 2 ways in which this can be done:

- You can text the word 'stop' when you receive the text message. This will stop you from receiving any messages in the future. You can also hang up the phone if you receive an automated voice message.
- If you do not wish to receive a message at all and you are not happy to send the word 'stop' then please contact our Information Governance Team on: 01604 523881, and they will ensure you are not contacted. This must be done within 24 hours of attending your appointment to ensure the message can be stopped.



Useful websites

www.nhs.uk

www.northamptongeneral.nhs.uk

Other information

Northampton General Hospital operates a smoke-free policy. This means that smoking is not allowed anywhere on the Trust site, this includes all buildings, grounds and car parks.

Leaflets, information, advice and support on giving up smoking and on nicotine replacement therapy are available from the local Stop Smoking helpline on 0845 6013116, the free national helpline on 0300 123 1044, email: smokefree@nhft.nhs.uk and pharmacies.

Car parking at Northampton General Hospital is extremely limited and it is essential to arrive early, allowing ample time for parking. You may find it more convenient to be dropped off and collected.

This information can be provided in other languages and formats upon request including Braille, audio cassette and CD. Please contact (01604) 523442 or the Patient Advice & Liaison Service (PALS) on (01604) 545784, email: pals@ngh.nhs.uk

Northampton General Hospital NHS Trust,
Cliftonville, Northampton NN1 5BD.
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Northampton General Hospital
NHS Trust

Friends & Family Test
Your Experience Matters



Providing
the **Best**
Possible
Care

The Friends and Family Test (FFT)

The FFT is a government initiative designed to give all patients that visit the hospital the opportunity to give their feedback on the service they have received. It asks 1 simple question:

'How likely are you to recommend our services to friends & family if they needed similar care or treatment?'

There are 6 options of response to the question. This is followed by the opportunity to give further information on why you selected the response you did. This question is free text, and enables you to give a more in-depth account of your experiences whilst you were with us.

The FFT is running within many departments in the hospital including:

- Inpatient Wards
- A&E
- Eye Casualty
- Maternity services
- Outpatient clinics
- Day Case areas

Methods of collecting your feedback

Within NGH we acknowledge the importance of being able to collect this information on a large scale and for this reason we have decided to run our FFT through a company called Healthcare Communications.

Healthcare Communications are national leaders within this area and have helped the hospital to identify the best ways to reach the largest amount of patients.

For this reason we are collecting data in the majority of areas through:

- Free Text messaging
- Free automated voice messaging

For areas that are collecting through text or automated messages you will receive a message within 48 hours of leaving the hospital.

In some areas there will also be wall mounted tablets, postcards, 'text in' options, webpage links and QR codes. We are also exploring the use of additional postcards in other areas to compliment the text and voice messaging services and where English is not your first language.

What do we do with this information?

Your feedback on your experience is one of the key ways we determine how we are performing as an organisation. Feedback gained from our patients is shared directly with our services and also with our senior management teams.

This feedback enables us to tackle directly any areas of poor practice, and identify any issues which we need to address.

Examples of where you have given your feedback, and the changes that have been made from it, are displayed throughout the hospital and within the Patient Experience webpages as part of the NGH website:

<http://www.northamptongeneral.nhs.uk/ForPatientsVisitors/Patient-Experience/Patient-Experience-Main-Page.aspx>

