

*The* ROYAL MARSDEN  
NHS Foundation Trust

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# Friends and Family Test

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**Patient Information**



**NHS**

## **What is the Friends and Family Test?**

The Friends and Family Test is a government initiative focused on improving patient care.

Since April 2015, NHS hospitals have been required to ask every patient to rate their overall experience of our service.

The results are made available to patients, so they can compare hospitals and identify the Trusts which provide the highest quality of care.

The Royal Marsden welcomes the opportunity to hear what we are doing well and what we could improve upon so we can continue providing world leading treatment and care to our patients.

The Friends and Family Test provides our patients with the opportunity to rate the care they received and provide feedback about what we do well and what we could improve.

## **When will I be asked to take part?**

Patients will be asked to complete the Friends and Family Test just before they leave the hospital. One of our nurses or receptionists will go through the process with you.

## **What is the Form ID?**

The Form ID identifies which ward you were discharged from - your discharge nurse or receptionist will complete the four digit code.

## **I'm a relative or visitor - can I take part?**

The Friends and Family Test provides our patients with the opportunity to rate the care they received and provide feedback about what we do well and what we could improve.

If you are a visitor, friend or relative, The Royal Marsden would like to hear your feedback. Please see below for various ways you can contact us.

## **Contact us**

If you have a comment that you would like to pass on, you can fill out a Viewpoint card. You can also visit one of our Help Centres or speak to a member of the Help Centre staff:

Freephone: 0800 783 7176 or

Email: [patientcentre@rmh.nhs.uk](mailto:patientcentre@rmh.nhs.uk)

Contact details are also listed on our website [www.royalmarsden.nhs.uk](http://www.royalmarsden.nhs.uk)

## **The Royal Marsden Macmillan Hotline:**

020 8915 6899 (available 24 hours a day, 7 days a week)

*Service delivered by*

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Should you require information in an alternative format, please contact  
The Royal Marsden Help Centre.

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