Media Release

Friday 22May 2020

**Friends and Family Test now online at QEH**

**Patients treated at the Queen Elizabeth Hospital in King’s Lynn can now give their feedback online.**

In the past, patients and relatives who visited QEH could leave feedback about their care via a paper survey called the Friends and Family Test (FFT). Driven to a halt by COVID-19, the paper surveys were removed to prevent the spread of infection and replaced with new technology never used by the Trust.

To improve the accessibility of the Friends and Family Test, the QEH trialled the use of QR codes as a means of collecting feedback in areas across the Trust. The new system, which is cheaper, infection safe and time-saving, has proved to be a success in the Women’s and Children’s test areas.

To complete a survey, patients simply scan the QR code with the camera on their phone and are automatically redirected to the survey site.

Going digital has improved accessibility in more ways than one. Each online survey is available in multiple languages including Lithuanian, Latvian, Russian, Portuguese and Polish – the next most used languages in the surrounding area of the hospital. Any feedback received in other languages is easily translated and fed back to the relevant teams.

FFT digitalisation also means that feedback doesn’t have to be completed on the spot. Patients can scan the codes and leave them in their internet browsers to finish when they get home.

Emma Harrison, Patient Experience and Public Involvement Lead, launched the project. She said: “Using the QR technology has allowed us to collect more data and capture an audience who might not have taken the time to fill out the cards before. Giving FFT feedback online has always been an option, but wasn’t widely known or used. Since the implementation of the codes, our web responses have increased.”

“Of course we appreciate that some patients and relatives will want to complete a hard copy feedback form, so we will ensure traditional forms will be available in all areas when infection control restrictions are lifted.”

The Patient Experience team are working on rolling out the scheme out across the hospital, and hope that the technology will encourage more patients and relatives to give their feedback in real time.

The feedback is regularly collated and acted upon by area leads and matrons, who monitor and address concerns and implement positive changes around the hospital.

Have you got any feedback for the hospital? Click the link, select the area where you were cared for and tell us about your experience: [https://bit.ly/2zDzXKC](https://bit.ly/2zDzXKC?fbclid=IwAR2B5SY1z3yeay-L3uSSPgXWIrMeJ1KXIMkuPwt9NyX03HBAPCdvvD21ex4)

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