

7

How satisfied were you with? (please tick)

	Very satisfied	Satisfied	Neither satisfied or unsatisfied	Unsatisfied	Very unsatisfied	Don't know
The way the clinician introduced themselves						
The attitude of the clinician						
The explanation given about your condition						
The treatment/ advice you received						
Agree you were treated with dignity and respect						
Your individual communication needs were met						

8

This survey is anonymous, however if you would like a response to any comments you have made, please leave your name and contact information:

9

Please leave your name and contact information if you would like to be involved in our Patient Forum.

Thank you for providing us with your feedback.



NHS Friends and Family Test

The anonymous NHS Friends and Family Test is an opportunity for you to provide feedback on the services that Mastercall deliver to you and your family.

Your feedback will help us improve services for our patients.




Please return this form to:

Mastercall Healthcare,
International House, Pepper
Road,
Hazel Grove, SK7 5BW

Email: QandSmastercall@nhs.net

Tel: 0161 476 7001

1 How likely are you to recommend our service to friends and family if they needed similar care or treatment?

Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely Unlikely	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
					?

2 Thinking about your response to the question above, what is the main reason why you feel this way?

3 Are you?
 Male
 Female

What age are you?
 0-15 45-54 85+
 16-24 55-64
 25-34 65-74
 35-44 75-84

4 Which of the following best describes your ethnic background?

- White**
 - British
 - Irish
 - Other white background
- Asian or Asian British**
 - Indian
 - Pakistani
 - Bangladeshi
 - Chinese
 - Other Asian background
- Black or Black British**
 - Caribbean
 - African
 - Other black background
- Mixed**
 - White and Black Caribbean
 - White and Black African
 - White and Asian
 - Other mixed background
- Other**
 - Please state
 - I would prefer not to say

5 Are you?
 The patient The parent or carer The patient and parent/ carer

6 In which are do you live?
 Stockport Bury
 Trafford Other, please specify
