

Friends and Family Test Privacy Notice

How your information is used for the Friends and Family Test (FFT)

The Friends and Family Test (FFT) is a national feedback tool that gives patients the opportunity to provide comments about the care and services they have received from the practice. The feedback helps us understand patient's experiences and identify areas where we can improve our services. The Ash Surgery is committed to protecting your privacy and ensuring that any information collected through the Friends and Family Test is handled appropriately and securely.

What information is collected?

- Your response to the FFT question.
- Any additional comments you choose to provide.
- The date the feedback was submitted.
- Details of the service or appointment type being reviewed.

Personal Identifiable Information

Patients are requested not to include names, dates of birth, NHS numbers, addresses, telephone numbers, email addresses, or any information that could identify themselves or another person. Any identifiable information submitted may be removed or anonymised before analysis or publication.

Purpose of the Processing

Monitor patient satisfaction and experience, improve services, identify good practice, inform service development, and meet NHS reporting requirements.

Lawful Basis for Processing

Article 6(1)(e) UK GDPR - Processing is necessary for the performance of a task carried out in the public interest.

Recipients of the Processed Data

Anonymous FFT information may be shared with NHS England, Integrated Care Boards, NHS commissioners, regulators and practice staff involved in service improvement.

Publication of Feedback

Anonymous comments may be used in reports, newsletters, websites and quality improvement publications after review to ensure no identifiable information is disclosed.

Data Controller Contact Details

The Ash Surgery, 1 Ashfield Road, Aigburth, Liverpool, L17 0BY. Tel: 0151 727 1155. Email: admin.ashsurgery.nhs.net

Data Protection Officer

Head of Information Governance and Data Protection Officer, NHS Informatics Merseyside.
Email: DPO.IM@imerseyside.nhs.uk

Right to Complain

You have the right to complain to the Information Commissioners Office. Telephone: 0303 123 1113. Website: ico.org.uk.

Important Notice

The Friends and Family Test is designed to collect anonymous feedback wherever possible. Patients should not include personally identifiable information within comments.