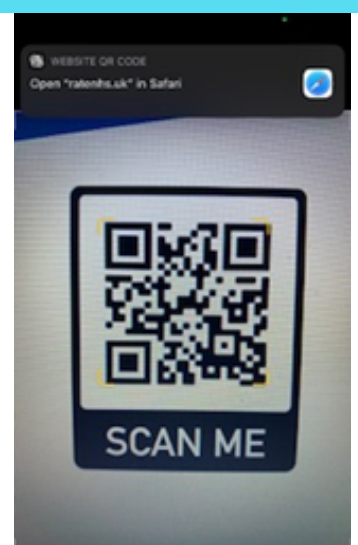# What is a QR Code and how do we use it?

QR CODES, SHORT FOR "QUICK RESPONSE" CODES WORKS THE SAME WAY AS A BARCODE IN THE SUPERMARKET. IT IS A FREE USE SCANNABLE IMAGE THAT CAN INSTANTLY BE READ USING A SMARTPHONE CAMERA (E.G. IPHONE OR ANDROID). IT IS NOW EASY FOR YOUR STAFF AND SERVICE USERS TO ACCESS PATIENT SURVEYS USING THESE SIMPLE STEPS.

1. Open the QR Code reader or camera on your phone.
2. Hold your device over the QR Code so that it's clearly visible within your smartphone's screen.

Two things can happen when you correctly hold your smartphone over a QR Code:

· The phone automatically scans the code.
· On some phones, you may have to press a button to snap a picture, however this will depend on the type of smartphone you have.

3. This will then enable you to see the survey in your web browser

We encourage services to get creative with their QR Codes but here are some of the tried and tested suggestions:

· Add to letters- if you are emailing or sending out physical patient letters why not add the code at the end of this
· Email – add the QR Code to your email stamp or email out to service users
· Use the poster attached to promote the use of the QR Code in waiting or clinical areas. We have already pasted the generic Trust survey code but you may edit to paste your service specific code and add your service name

NHS

The Friends and Family Test

We need to hear from you!