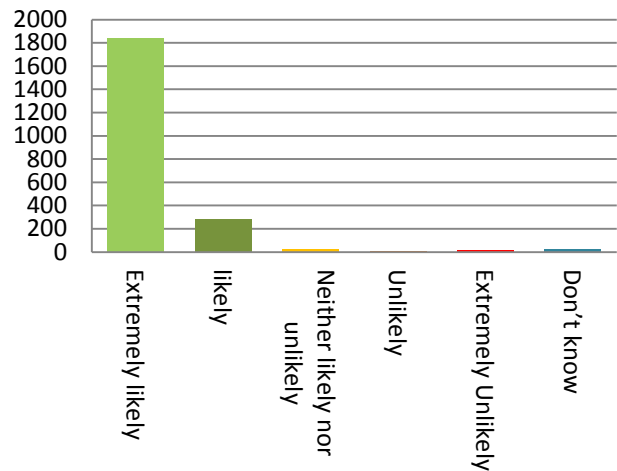


# Friends and Family Test

Month <b>May</b> <b>2015</b>	Number of people participated <b>2183</b>	Would recommend <b>97%</b>	Would not recommend <b>1%</b>
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## Scores Overall

Extremely Likely	Likely	Neither Likely nor unlikely	Unlikely	Extremely Unlikely	Don't Know
1841	284	24	4	14	16
84%	13%	1%	0%	1%	1%



NHS England introduced the Friends and Family Test (FFT) on the 1<sup>st</sup> January 2015 within Mental Health and Community Services extending this to Community Dental Services from the 1<sup>st</sup> April 2015.

The Friends and Family Test (FFT) is a two question survey which asks respondents whether they would recommend the NHS service they have received to family and friends who need similar treatment or care.

The FFT enables respondents to choose from one of the six responses and is then followed with a free text question inviting the respondent to elaborate on the reason for the score they have given:

1. Extremely Likely
2. Likely
3. Neither likely nor unlikely
4. Unlikely
5. Extremely Unlikely
6. Don't Know

<h3>MH Comment</h3> <p>I have had a lot of good care for my mental health problems <b>Healthy Minds Oldham</b></p>	<h3>Community Comment</h3> <p>excellent and knowledgeable staff- easy to talk to and discuss problem <b>HMR Posture &amp; Mobility Centre</b></p>
<h3>Dental Comment</h3> <p>Dentist and nurse were brilliant explained all aftercare for me and fixed my problem there and then excellent very grateful <b>Oldham Dental</b></p>	