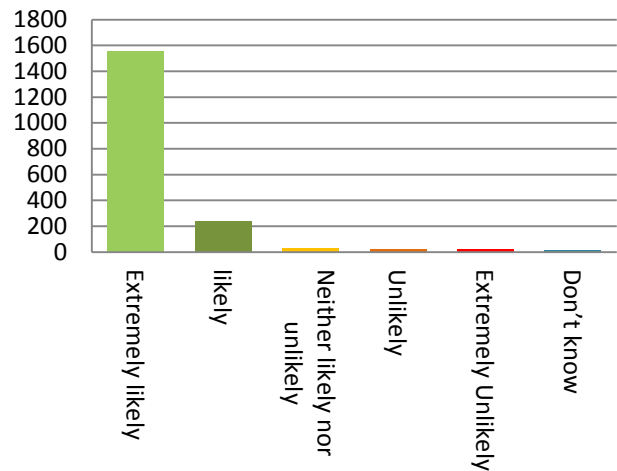


# Friends and Family Test

Month <b>April</b> <b>2015</b>	Number of people participated <b>1,874</b>	Would recommend <b>96%</b>	Would not recommend <b>2%</b>
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## Scores Overall

Extremely Likely	Likely	Neither Likely nor unlikely	Unlikely	Extremely Unlikely	Don't Know
1553	237	28	21	18	17
83%	13%	1%	1%	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

### MH Comment

The nurses go out of their way to help you and there great at their job and deserve all the praise  
*Hollingworth Ward Rochdale*

### Community Comment

Prompt appointment which suited, detailed assessment carried out didn't feel rushed  
*Trafford Occupational Therapy*

### Dental Comment

The dental staff were really supportive and respected my wishes.  
*HMR Dental*