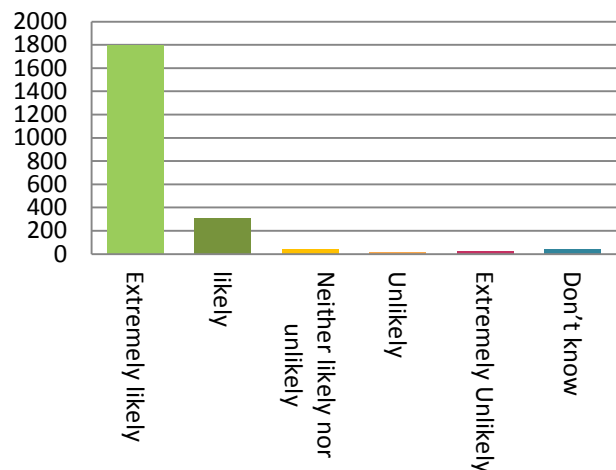


Friends and Family Test

Month March 2016	Number of people participated 2,230	Would recommend 94%	Would not recommend 2%
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Scores Overall

Extremely Likely	Likely	Neither Likely nor unlikely	Unlikely	Extremely Unlikely	Don't Know
1792	309	44	19	23	43
80%	14%	2%	1%	1%	2%



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

I do not know, I love coming here. I think CAMHS always helps and I go home feeling a lot happier
Tameside CAMHS

Community Comment

Because whenever I phone with a problem A is always there to help and support me
HMR Health Visiting

Dental Comment

Excellent service and friendly staff I am extremely happy with the service
Bury Dental

Working together
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