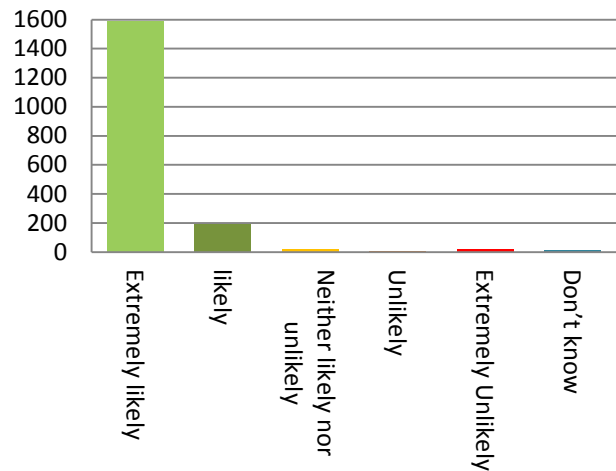


Friends and Family Test

Month February 2016	Number of people participated 1,832	Would recommend 97%	Would not recommend 1%
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Scores Overall

Extremely Likely	Likely	Neither Likely nor unlikely	Unlikely	Extremely Unlikely	Don't Know
1586	190	20	7	18	11
87%	10%	1%	0%	1%	1%



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

Found huge sympathy with my husband's problems, also impressive level of competence and knowledge with the discussion which gives us confidence.

Stockport – Memory Assessment Service

Community Comment

The equipment was delivered the same day as Dr requested - in fact within hours and was shown how to use properly by your staff we were also offered other aid to help with showering. Excellent Service

Oldham Butler Green

Dental Comment

Fantastic service from emergency phone call to being treated thank you

HMR Dental

Working together
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