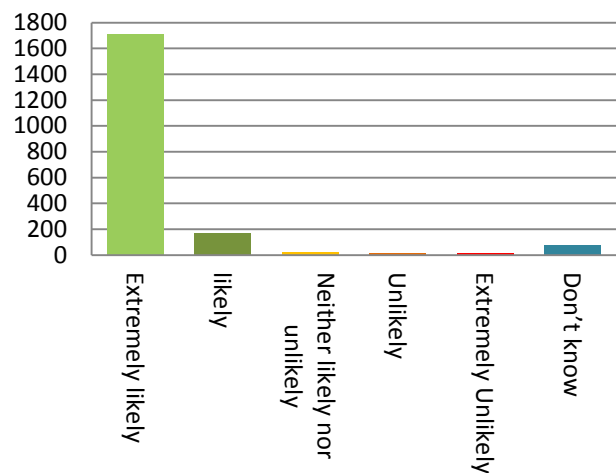


Friends and Family Test

Month January 2016	Number of people participated 2,008	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
1712	168	22	16	17	73
85%	8%	1%	1%	1%	4%



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

All the staff have been very professional and efficient in their care and treatment of me. I recommend the unit highly to friends and family
South Ward Bury

Community Comment

We had fantastic support and information on how to feed and take care of our child. Thank you so much.
Oldham Dysphagia Service

Dental Comment

Absolutely brilliant, reception and dental nurses were fantastic took the stress out of everything.
Thank you
HMR Dental

Working together
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