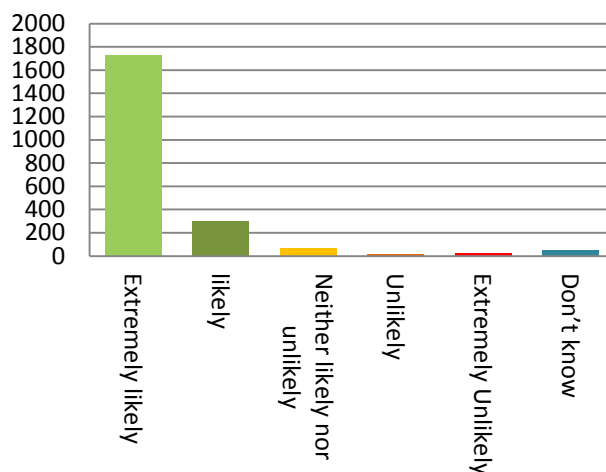


Friends and Family Test

Month Dec 2015	Number of people participated 2,174	Would recommend 93%	Would not recommend 2%
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Scores Overall

Extremely Likely	Likely	Neither Likely nor unlikely	Unlikely	Extremely Unlikely	Don't Know
1726	301	63	19	20	45
79%	14%	3%	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

safe, secure and calming ward.
very clean, clinical and friendly
Bury North Ward

Community Comment

Explained well, very friendly and handled baby carefully
New Born Hearing Screening

Dental Comment

The counter ladies were very respectful and the 2 dentists were extremely professional they got rid of all my pain
Oldham Dental