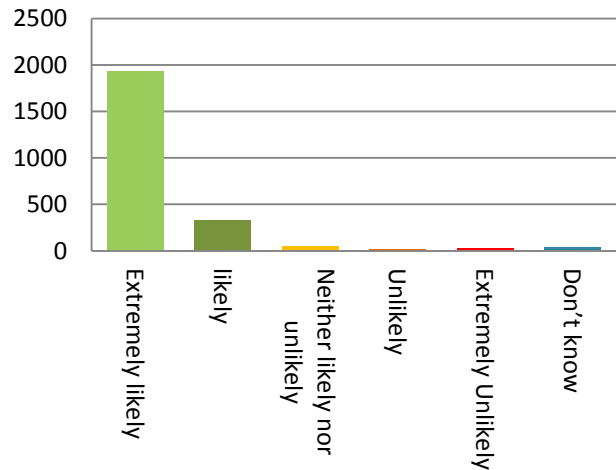


Friends and Family Test

Month Nov 2015	Number of people participated 2,384	Would recommend 95%	Would not recommend 2%
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Scores Overall

Extremely Likely	Likely	Neither Likely nor unlikely	Unlikely	Extremely Unlikely	Don't Know
1929	326	46	20	25	38
81%	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

The care from Stockport mental health team has been outstanding. They offer superb support and advice and nothing is too much trouble
CMHT Stockport

Community Comment

I did not expect to be treated with such kindness and consideration. To be honest I had felt that the appointment was unnecessary but having now met M I feel that I am in good hands and will receive excellent care
HMR Continence &Stoma

Dental Comment

Massively thankful to all staff. From reception to dentist and dental nurse. Excellent service, many thanks
Oldham Dental

Working together
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