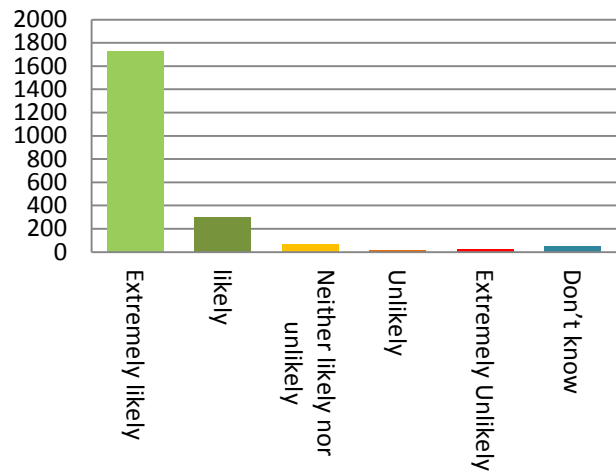


Friends and Family Test

Month October 2015	Number of people participated 2,258	Would recommend 95%	Would not recommend 3%
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Scores Overall

Extremely Likely	Likely	Neither Likely nor unlikely	Unlikely	Extremely Unlikely	Don't Know
1845	290	42	21	36	24
82%	13%	2%	1%	2%	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

Good ward rounds, strict routine. Friendly staff
Cobden Unit Stockport

Community Comment

Extremely helpful and followed up with a lot of useful information
Trafford Macmillan Wellbeing Centre

Dental Comment

Everyone from reception staff to dental staff were amazing and very helpful see no other way to improve the service.

Bury Dental

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