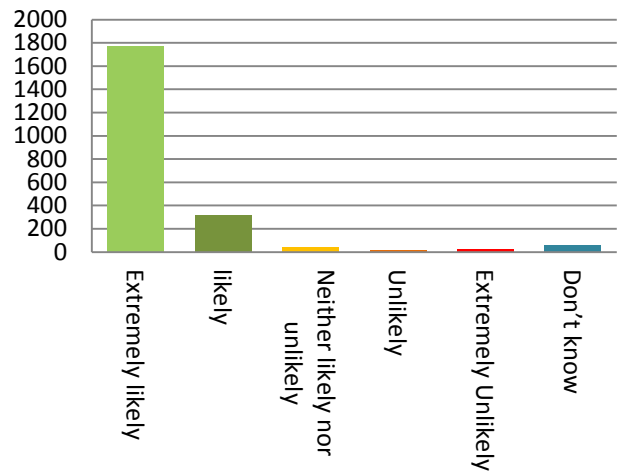


# Friends and Family Test

|                                     |                                               |                               |                                  |
|-------------------------------------|-----------------------------------------------|-------------------------------|----------------------------------|
| Month<br><b>Sept</b><br><b>2015</b> | Number of people participated<br><b>2,230</b> | Would recommend<br><b>93%</b> | Would not recommend<br><b>2%</b> |
|-------------------------------------|-----------------------------------------------|-------------------------------|----------------------------------|

## Scores Overall

| Extremely Likely | Likely     | Neither Likely nor unlikely | Unlikely  | Extremely Unlikely | Don't Know |
|------------------|------------|-----------------------------|-----------|--------------------|------------|
| <b>1772</b>      | <b>313</b> | <b>43</b>                   | <b>16</b> | <b>26</b>          | <b>60</b>  |
| <b>79%</b>       | <b>14%</b> | <b>2%</b>                   | <b>1%</b> | <b>1%</b>          | <b>3%</b>  |



NHS England introduced the Friends and Family Test (FFT) on the 1<sup>st</sup> January 2015 within Mental Health and Community Services extending this to Community Dental Services from the 1<sup>st</sup> 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

Arden ward is positive, caring, welcoming and a good team managing difficult situations well  
**Arden Ward Stockport**

### Community Comment

Personal service, specific goals for you.  
**Tameside Health Improvement Service**

### Dental Comment

Exemplary in all areas, could not wish for better treatment  
**.Bury Dental**