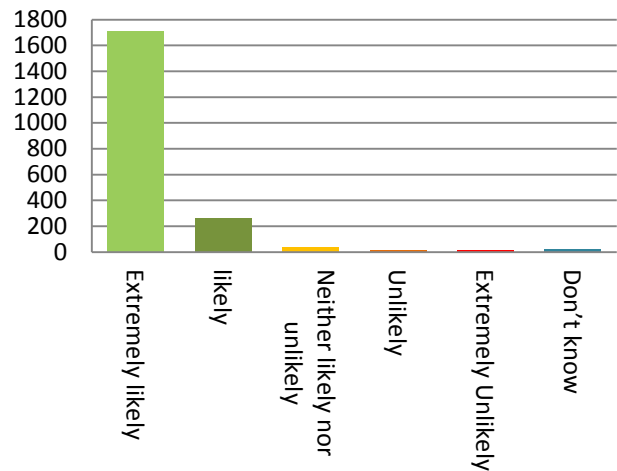


# Friends and Family Test

Month <b>August</b> <b>2015</b>	Number of people participated <b>2,052</b>	Would recommend <b>96%</b>	Would not recommend <b>1%</b>
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## Scores Overall

Extremely Likely	Likely	Neither Likely nor unlikely	Unlikely	Extremely Unlikely	Don't Know
1712	259	33	14	14	20
83%	13%	2%	1%	1%	3%



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**

Without the 24.7 care and attention through some difficult days I would not have been able to go home. Thank you  
*Oldham Cedars Ward*

**Community Comment**

Friendly patient knowledgeable staff. Convenient location. No long wait upon arrival  
*Bury Podiatry Team*

**Dental Comment**

Dentist and assistant both took great care in understanding my problems and helping me get them fixed..  
*HMR Dental*