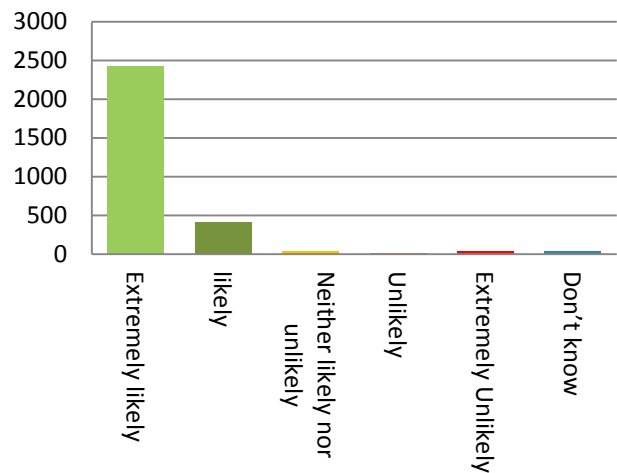


Friends and Family Test

Month July 2015	Number of people participated 2,940	Would recommend 96%	Would not recommend 2%
-------------------------------------	---	-------------------------------	----------------------------------

Scores Overall

Extremely Likely	Likely	Neither Likely nor unlikely	Unlikely	Extremely Unlikely	Don't Know
2420	405	33	16	35	31
82%	14%	1%	1%	1%	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

The staff were very caring, I felt I could go to them anytime with any problems
Tameside Saxon Ward

Community Comment

Fitted in on short notice, friendly staff, treatment worked
Trafford Ear Care Service

Dental Comment

Very happy with the way I was dealt with my appointment very friendly
Bury Dental