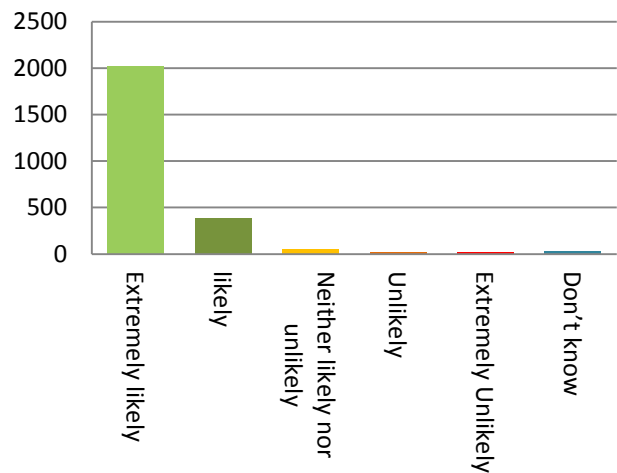


Friends and Family Test

Month June 2015	Number of people participated 2,526	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
2021	383	50	21	24	27
80%	15%	2%	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

R is a very nice man, friendly and approachable
Access & Crisis Team
Rochdale

Community Comment

I felt that the service I received was very thorough and I felt very comfortable as everything was explained very clearly and it just was excellent
Bury Community Eye Service

Dental Comment

From phone call for an emergency appointment to treatment my care has been professional, sensitive and given with genuine concern. Thank you so much for everything
Oldham Dental

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