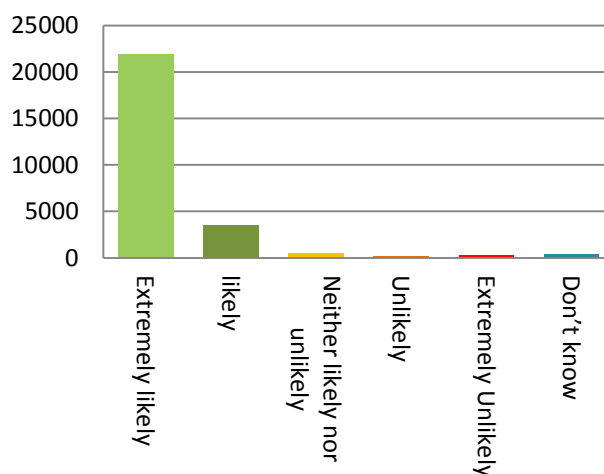


Friends and Family Test

Month April 2015 to March 2016	Number of people participated 26,692	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
21,910	3,465	448	194	270	405
82%	13%	2%	1%	1%	2%



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

i feel comfortable here and staff show great empathy and really understood your needs. also staff go out of their way to help you in anyway possible to make sure your OK

Early Intervention Team – Tameside

Community Comment

The occupational therapist who came to visit gave both myself and my husband so much help and advice especially with useful tips on getting dressed and other help with various problems we have after

Bury Occupational Therapy

Dental Comment

Turning up without an appointment or prescription but was seen quickly and tooth was removed easily thank you for everything

HMR Dental