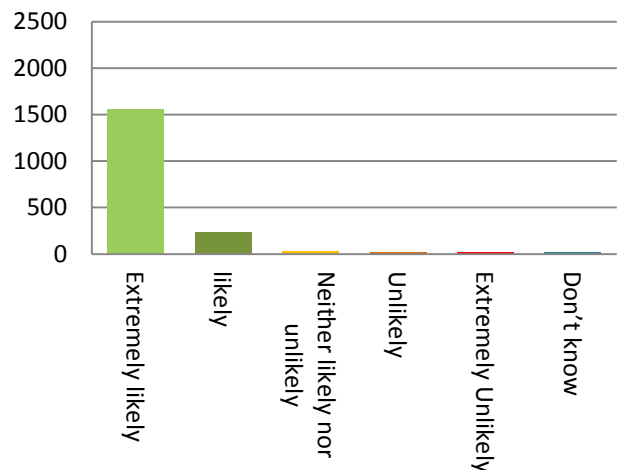


Friends and Family Test

Month April 2016	Number of people participated 2915	Would recommend 96%	Would not recommend 1%
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Scores Overall

Extremely Likely	Likely	Neither Likely nor unlikely	Unlikely	Extremely Unlikely	Don't Know
2447	339	50	12	22	45
84%	12%	2%	0%	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

They have looked after me really well and given me a good care plan for the community
Cobden Unit
Stockport

Community Comment

my nurse has been invaluable to me. So much help and advice. I look on her as a friend.
Trafford Specialist Palliative Nurse

Dental Comment

Dental nurse was exceptional with my daughter made her feel at ease very child focused. Dentist lovely also she is now not afraid to come back to dental.

HMR Dental